This sub-plan was endorsed by the Chief Executive Officer of Wodonga Council on Monday, March 16, 2020.

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Mark Dixon
Chief Executive Officer
Wodonga Council


Version control:

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<th>Version</th>
<th>Change details</th>
<th>Responsible person</th>
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<td>2013</td>
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# Acronyms

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<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>AVA</td>
<td>Australian Veterinary Association (Victorian division)</td>
</tr>
<tr>
<td>AWV</td>
<td>Animal Welfare Victoria (DELWP/DJPR)</td>
</tr>
<tr>
<td>CFA</td>
<td>Country Fire Authority</td>
</tr>
<tr>
<td>DHHS</td>
<td>Department of Health and Human Services</td>
</tr>
<tr>
<td>DEDJTR</td>
<td>Department of Economic Development, Jobs, Transport and Resources</td>
</tr>
<tr>
<td>DJPR</td>
<td>Department of Jobs, Precincts and Regions</td>
</tr>
<tr>
<td>DELWP</td>
<td>Department Environment, Land, Water and Planning</td>
</tr>
<tr>
<td>EMC</td>
<td>Emergency Management Coordinator</td>
</tr>
<tr>
<td>EMMV</td>
<td>Emergency Management Manual of Victoria</td>
</tr>
<tr>
<td>IC</td>
<td>Incident Controller</td>
</tr>
<tr>
<td>ICC</td>
<td>Incident Control Centre</td>
</tr>
<tr>
<td>IMT</td>
<td>Incident Management Team</td>
</tr>
<tr>
<td>IMS</td>
<td>Incident Management System</td>
</tr>
<tr>
<td>LGO</td>
<td>Local Government Officer</td>
</tr>
<tr>
<td>MAV</td>
<td>Municipal Association of Victoria</td>
</tr>
<tr>
<td>MEMPC</td>
<td>Municipal Emergency Management Planning Committee</td>
</tr>
<tr>
<td>MERC</td>
<td>Municipal Emergency Response Co-ordinator</td>
</tr>
<tr>
<td>MERO</td>
<td>Municipal Emergency Resource Officer</td>
</tr>
<tr>
<td>PAS</td>
<td>Pet Animal Shelter</td>
</tr>
<tr>
<td>POCTA</td>
<td>Prevention of Cruelty to Animals Act, 1986</td>
</tr>
<tr>
<td>PV</td>
<td>Parks Victoria</td>
</tr>
<tr>
<td>RSPCA</td>
<td>Royal Society for the Prevention of Cruelty to Animals</td>
</tr>
<tr>
<td>SEAWC</td>
<td>State Emergency Animal Welfare Co-ordinator</td>
</tr>
<tr>
<td>SCC</td>
<td>State Control Centre</td>
</tr>
<tr>
<td>SERCC</td>
<td>State Emergency Response Co-ordination Centre</td>
</tr>
<tr>
<td>SERO</td>
<td>State Emergency Response Officer of Victoria Police</td>
</tr>
<tr>
<td>SES</td>
<td>State Emergency Service</td>
</tr>
<tr>
<td>SIGs</td>
<td>Special Interest Groups</td>
</tr>
<tr>
<td>VEAWC</td>
<td>Victorian Emergency Animal Welfare Committee</td>
</tr>
<tr>
<td>VicPol</td>
<td>Victoria Police</td>
</tr>
<tr>
<td>VFF</td>
<td>Victorian Farmers Federation</td>
</tr>
</tbody>
</table>
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency</td>
<td>A government agency, including Australian, Victorian or local government authority. Animal Companion animals, livestock including horses and poultry, wildlife, birds and fish [Prevention of Cruelty to Animals Act, 1986].</td>
</tr>
<tr>
<td>Animal</td>
<td>Companion animals, livestock including horses and poultry, wildlife, birds, and fish (Protection of Cruelty to Animals Act, 1986).</td>
</tr>
<tr>
<td>Animal welfare</td>
<td>How an animal is coping with the conditions in which it lives. An animal is in a good state of welfare if (as indicated by scientific evidence) it is healthy, comfortable, well nourished, safe, able to express innate behaviour, and if it is not suffering from unpleasant states such as pain, fear and distress. Good animal welfare requires disease prevention and veterinary treatment, appropriate shelter, management, nutrition, humane handling and humane slaughter/killing. Animal welfare refers to the state of the animal; the treatment that an animal receives is covered by other terms such as animal care, animal husbandry and humane treatment. [OIE May 2008 - International Office of Animal Health].</td>
</tr>
<tr>
<td>Biosecurity</td>
<td>The protection of the economy, the environment, social amenity or human health from negative impacts associated with the entry, establishment or spread of animal or plant pests and disease, or invasive plant and animal species.</td>
</tr>
<tr>
<td>Command</td>
<td>The direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency (Emergency Management Manual of Victoria, EMMV, 2010).</td>
</tr>
<tr>
<td>Companion animal</td>
<td>Any non-human vertebrate animal kept for the purpose of companionship, recreation, protection or work with the following exclusions: a) Animals kept exclusively for agricultural production on premises legally zoned or licensed for agricultural activities; b) Horses kept solely for racing purposes (under Racing Act provisions); or c) Any class, group, type or species declared by Governor in Council as being exempt. (Victorian Parliament Social Development Committee May 1989 ‘Inquiry into the Role and Welfare of Companion Animals in Society’).</td>
</tr>
<tr>
<td>Control</td>
<td>The overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.</td>
</tr>
<tr>
<td>Control agency</td>
<td>An agency nominated to control the response activities for a specified type of emergency (EMMV, 2010).</td>
</tr>
</tbody>
</table>
| **Co-ordination** | Co-ordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The main functions of co-ordination are:  
• In relation to response, ensuring that effective control has been established and maintained; and  
• The systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies. Co-ordination operates throughout the management of response and recovery activities. Victoria Police is the co-ordination agency for response and the Department of Human Services is the co-ordination agency for recovery (EMMV, 2010). |
<p>| <strong>Crisisworks</strong> | Formerly MECC Central. Cloud-based Emergency Management Software program utilised by municipal staff to coordinate and record resources, information and affected persons data. |
| <strong>Emergency</strong> | An emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria, or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or endangers or threatens to endanger the environment or an element of the environment in Victoria (EMMV, 2010). |
| <strong>Emergency relief</strong> | The provision of life support and essential needs to persons affected by an emergency (EMMV, 2010). |
| <strong>Emergency relief centre</strong> | A building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees). Emergency relief centres are established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency. They do not imply any longer-term use of facilities as a location for recovery services (EMMV, 2010). |
| <strong>Emergency Response Co-ordinator</strong> | A member of the Victoria Police appointed as state, regional, municipal or field emergency response co-ordinator, whose role is to co-ordinate the response to an emergency. Included in this role is arranging for the provision of resources requested by control and support agencies. A Municipal Emergency Response Co-ordinator (MERC) will advise the regional emergency response coordinator of the potential need for supplementary resources. The Regional Emergency Response Co-ordinator (RERC) will arrange to provide regional resources requested by a MERC, or if necessary, elevate the resource request to the State Emergency Response Co-ordinator (SERC) (EMMV, 2010). |
| <strong>Evacuation</strong> | The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. 'Evacuation may be undertaken... on their own volition and independent of any advice, or it may be after an assessment of information provided by a control agency'. (Extract from the EMMV, Part 3 - State Emergency Response Plan - Community Safety – Evacuation). |
| <strong>Fodder</strong> | Feed for livestock such as hay, or pre-prepared feedstuffs designed specifically for livestock. |</p>
<table>
<thead>
<tr>
<th>Livestock</th>
<th>(a) Any animal kept for the purposes of primary production, including cattle, sheep, pigs, poultry, ratites, buffalo, camels, alpacas, goats and deer; or (b) horses, including where used for recreation; or (c) any animals prescribed as livestock (Livestock Management Act, 2010).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation</td>
<td>Any non-government or not for profit entity, company or authority.</td>
</tr>
<tr>
<td>Persons in charge of animals</td>
<td>A person who is the owner or has the animal in their possession or custody, or under the person's care, control or supervision, and any employee or agent of the owner of the animal.</td>
</tr>
<tr>
<td>Recovery</td>
<td>The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning (EMMV, 2010).</td>
</tr>
<tr>
<td>Salvage slaughter</td>
<td>The processing of animals through an abattoir. Livestock impacted by an emergency, suitable for salvage slaughter are those that do not show signs of distress and are fit enough to be transported.</td>
</tr>
<tr>
<td>State Emergency Animal Welfare Co-ordinator</td>
<td>A role established by DEDJTR when an emergency requires state-wide coordination of animal welfare service arrangements across multiple agencies and organisations. The SEAWC manages the state emergency animal welfare unit when activated.</td>
</tr>
<tr>
<td>State Emergency Animal Welfare Unit</td>
<td>A unit established by DEDJTR to assist in the state-wide coordination of animal welfare services and resources. The unit will operate within a DEDJTR state level incident management structure (when in place) or that of a control agency.</td>
</tr>
<tr>
<td>Support agency</td>
<td>An agency which provides services, personnel, or material to support or assist a control agency or affected persons.</td>
</tr>
<tr>
<td>Triage</td>
<td>The process of determining the priority of veterinary treatment based on the severity of an animal's condition. This rations veterinary treatment efficiently when resources are insufficient for all to be treated immediately.</td>
</tr>
<tr>
<td>Victorian Emergency Animal Welfare Committee</td>
<td>A consultative forum that provides ongoing leadership and oversight in the development and review of plans and policies relating to emergency animal welfare management. Membership includes DELWP (chair), RSPCA, MAV, local government and AVA.</td>
</tr>
<tr>
<td>Wildlife</td>
<td>Any vertebrate animal indigenous to Australia, some non-indigenous vertebrates (deer and game birds declared to be wildlife under the Wildlife Act, 1975), any terrestrial invertebrates listed as threatened under the Flora and Fauna Guarantee Act, 1988, and does not include fish within the meaning of the Fisheries Act, 1995.</td>
</tr>
</tbody>
</table>
1. Purpose

The Municipal Emergency Animal Welfare Plan (MEAWP) aims to achieve the efficient and effective management of animals, and co-ordinate animal welfare agencies before, during and after an emergency event.

This plan is designed to help minimise the impact of emergency incidents on stock or animals and to ensure post-event recovery flows as smoothly as possible. The plan aims to provide a system of management across all hazards to cater for the management of animals.

Civic services officers (CSO) and other personnel with roles and responsibilities in emergency management, have been authorised by the council through their appointment and delegation of legislated functions and powers of the council, the following Acts and regulations:

- Local Government Act 1989;
- Emergency Management Act 1986;
- Prevention of Cruelty to Animals Act (POCTA) 1986;
- Environment Protection Act 1970;
- Livestock Management Act 2010;
- Domestic Animals Act (DAA) 1994;
- Impounding of Livestock Act 1994;
- Wildlife Act 1975;
- Occupational Health and Safety Act 2004; and

This MEAWP has been produced pursuant to Section 20 (1) of the Emergency Management Act 1986 and assists in the management of animal welfare during an emergency. The plan has been developed with reference given to the Victorian Emergency Animal Welfare Plan. These arrangements have been prepared as a sub plan to the Municipal Emergency Management Plan (MEMP) for the city of Wodonga. Wodonga Council understands and accepts its roles and responsibilities as described in Part 4 of the Emergency Management Act 1986.
## 2. Scope

With a population of more than 38,000 people and a total area of 433.7 square kilometres, Wodonga with 13 localities is subject to a broad range of risk, both from natural and human-made origins. These risks are identified within the Municipal Emergency Management Plan under the Community Emergency Risk Assessment (CERA) process and include, but are not limited to:

<table>
<thead>
<tr>
<th>Risk</th>
<th>Risk type</th>
<th>Risk rating</th>
</tr>
</thead>
</table>
| Natural events | Storm (includes wind and hail)  
Damp failure  
Drought  
Heatwave/cold snap  
Flood (includes river and flash)  
Bushfire  
Earthquake | Moderate  
Moderate  
Moderate  
Moderate  
Major  
Major  
Catastrophic |
| Accidents | Walking tracks  
Recreational - caves, cliffs, bike paths  
Road and rail  
Fire – chemical  
Aircraft crash  
Structure failure – equipment/ construction  
Hazmat – transport/storage and usage | Minor  
Moderate  
Moderate  
Moderate  
Major  
Major  
Major |
| Civil issues | Civil unrest – criminal activity  
Civil disturbance protests  
Industrial terrorism including chemical, biological and radioactive (CBR) | Minor  
Minor  
Major |
| Environmental impacts | Air pollution  
Land pollution  
Water pollution | Minor  
Moderate  
Moderate |
| Health issues | Public health  
Contamination – food and air  
Epidemic – human and communicable diseases | Minor  
Minor  
Major |
| Utilities | Loss/disruption of services including gas, water, electricity, sewerage and communications | Moderate |
In relation to animal welfare, the city of Wodonga comprises of a mix of land use areas including agriculture, grazing and lifestyle properties with large numbers of horses. There are also significant tracts of remnant native vegetation and grassland areas.

Animal-related industry in the city includes an abattoir, a pet food manufacturer and a large livestock saleyard. The range of companion animals are varied and include dogs, cats, horses, fowls, birds, livestock and other animal, aquatic and reptile types, along with native wildlife. Therefore, there is potential for a large number of these animals to be displaced, injured or killed during an emergency or incident.

Consequently, this plan has been developed to guide local emergency animal welfare arrangements for these risks with emphasis given to:

- Identification of affected animals;
- Management of evacuated animals at emergency relief centres;
- Management of stray or roaming animals;
- Animal welfare assessment;
- Veterinary treatment and triage;
- Humane destruction or salvage slaughter;
- Carcass disposal;
- Provision of emergency pet food, livestock fodder and water; and
- Co-ordination of donations and offers of assistance.
3. Audit

This Municipal Emergency Animal Welfare Plan is a sub-plan of the Municipal Emergency Management Plan prepared under Section 20 (1) of the Emergency Management Act 1986 and as such, is subject to the audit provisions as detailed in Section 20A of the Emergency Management Act 1986.
4. Plan development, endorsement, testing and review

This plan has been produced by and with authority of Wodonga Council pursuant to Section 20(1) of the Emergency Management Act 1986, approved by the Municipal Emergency Management Planning Committee and adopted by the council on the date indicated on the title page.


Civic services officers (CSO) and other personnel with roles and responsibilities in emergency management have been authorised by the council through their appointment and delegation of legislation functions and powers of council under the DAA and also under the provisions of POCTA.

The content of this plan and all appendices is to be reviewed annually or after an emergency which has utilised part of this plan. Organisations delegated with responsibilities in this plan are required to notify the MERO of any changes (in writing) of details (for example, contact information) as they occur.

Review of the plan will specifically focus on the hazards in the city of Wodonga and the contact directory as contained within the Municipal Emergency Management Plan.

As this plan is a sub-plan of the Municipal Emergency Management Plan, committee members may be drawn from MEMPC members as animal welfare stretches across the response, emergency relief and recovery stages of an incident. The utilisation of specialist and/or volunteer organisations will assist the Wodonga Council in providing animal welfare during emergencies and incidents.

Key external agencies integral to the effectiveness and functionality of this plan are outlined below. They are key animal/stock welfare emergency management planning processes and arrangements for preparing the municipality for an emergency incident.
4.1 Stakeholders group

Wodonga Council has identified a number of representative groups and organisations that will have specific knowledge to contribute to the implementation of planning of the MEAWP. They include AWV, DELWP, DEDJTR, DJPR, VicPol, Wodonga Council, SES and DHHS.

4.2 Subcommittee membership and role

Membership of the City of Wodonga Municipal Emergency Animal Welfare planning group will comprise representatives from groups and organisations that understand animal health disease issues and will be key stakeholders that have infrastructure or local knowledge across animal welfare throughout the city of Wodonga.

The planning group will be appointed for the purpose of development and amendment of the MEAWP. The plan will be reviewed every three years.

4.3 Audit requirements

The City of Wodonga Municipal Emergency Animal Welfare Plan is a sub-plan of the City of Wodonga Municipal Emergency Management Plan. The MEMP is prepared under Section 20(1) of the Emergency Management Act 1986 and as such is subject to the audit provisions under section 20(A) of the Emergency Management Act 1986.

4.4 Training

Training of Wodonga Council CSOs is an essential component and will assist effective and more efficient outcomes in relation to animal/stock welfare emergencies.

Training is to be developed as part of the MEAWP with the emphasis placed on maintenance of emergency management skills. Knowledge and competencies for municipal officers will be developed in conjunction with other emergency agencies.

4.5 Review

A record of amendments and/or version control will be maintained, as per the MEMP.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Task/action</th>
<th>Responsible party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing</td>
<td>Analyse significant incidents against plan. Explore identified opportunities for new or enhanced treatments with relevant stakeholders, and agree course of action.</td>
<td>MEMPC</td>
</tr>
<tr>
<td>Annually</td>
<td>Conduct a review of assets and contact directory:</td>
<td>EMC/MEMPC</td>
</tr>
<tr>
<td></td>
<td>● Are there new risks that need to be added to the plan and managed?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Are there any new or enhanced treatments required?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Review and update plan content by end of August each year.</td>
<td>EMC/MEMPC</td>
</tr>
<tr>
<td>Triennially</td>
<td></td>
<td>MEMPC</td>
</tr>
</tbody>
</table>
4.6 Distribution

Relevant sections of the Municipal Emergency Animal Welfare Plan will be distributed to the following emergency management personnel:

- Municipal Emergency Management Planning Committee (MEMPC);
- Municipal emergency resource officer (MERO);
- Municipal recovery manager (MRM);
- Civic service officer - ranger;
- Municipal emergency response coordinator (MERC); and
- The Wodonga Council website.

Guiding principles

The following principles apply in the implementation and functioning of the plan:

- The safety and wellbeing of people will be the first priority at all times;
- The responsibility for the welfare and care of animals remains with the owner/person in charge of the animal;
- Emergency arrangements for animal welfare do not override normal legislative requirements. However emergency situations may cause these requirements to be varied due to the situation and circumstances at the time;
- Any arrangements described in this plan, can at the discretion of the incident controller, be varied, changed or added to;
- The capacity and capability of agencies may change during the progression of an emergency event. An adaptive flexible whole of government approach across boundaries and tenure is essential to the successful outcome of the plan; and
- Department of Environment, Land, Water and Planning (DELWP) is the primary agency for dealing with livestock, companion animals and wildlife welfare support services.
5. Aim and objectives

The aim of the Municipal Emergency Animal Welfare Plan is to define agreed arrangements for the management of emergency animal welfare within the municipality including:

- Roles and responsibilities of key agencies and stakeholders;
- Operational interactions between key agencies and stakeholders; and
- Resources (personnel, facilities, equipment and services) to be used in the delivery of animal welfare services.

The overarching objective of the plan is to:

- Support and assist the principal Municipal Emergency Management Plan;
- Identify triggers for activating this plan;
- Co-ordinate compliance functions and animal rescue and/or shelter during an emergency;
- Encourage and facilitate community awareness about the need for self-managed animal plans during an emergency;
- Increase community knowledge and confidence that animal welfare will be considered and managed during an emergency;
- Identify and prioritise the requirements of groups at risk during emergencies;
- Facilitate the hygienic management and disposal of animal waste and carcasses during an emergency;
- Secure the assistance of community members with animal handling skills;
- Provide immediate animal welfare assistance at emergency relief centres; and
- Ensure business continuity of the civil service team.
6. Plan activation

Categories of response

In the event of an emergency occurring, respective animal welfare responsibilities will be triggered in accordance with the classification given to the event. The *Emergency Management Manual of Victoria* details the three classifications of emergency response relevant to the Incident Management Systems (IMS) as follows:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Characteristics as per (EMMV 2012)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level one</td>
<td>Characterised by being able to be resolved through the use of local or initial response resources only. In a level one emergency response, the major function is operations to resolve the emergency. Control is limited to the immediate area, and therefore, the operations function can usually be carried out by the incident controller.</td>
</tr>
</tbody>
</table>
| Level two      | More complex emergency response, either in size, resources or risk. Level two response is characterised by the need for:  
  • Deployment of resources beyond initial response;  
  • Dividing the emergency into sectors;  
  • The establishment of functional sections due to the levels of complexity; or  
  • A combination of the above. |
| Level three    | Characterised by degrees of complexity that may require a more substantial establishment for management of the situation. These emergencies will usually involve delegation of all incident management functions. |

*Table 2: EMMV 2012 - Part 3 - State Emergency Response Plan - Response Management Arrangements - Control - Incident Management Levels*
Triggers for activating the plan

The municipal emergency resources officer (MERO) will activate the plan following advice from the municipal emergency response coordinator (MERC Victoria Police) or the Department of Environment, Land, Water and Planning (DELWP).

Triggers for plan activation may include, but are not limited to:

- Opening of an emergency relief centre;
- Motor vehicle accidents involving animal transport vehicle;
- Mass stock/animal kill due to bushfire/flooding/disease; and
- Donated fodder or stock supply need.

In large scale emergencies, the team leader compliance will oversee the implementation of the plan in consultation with the DEDJTR, ICC EMLO Liaison or DEDJTR/DJPR animal welfare liaison officer assigned to the emergency.

This plan can be initiated to any of the following levels:

**Level one**

- At the request of the Municipal Emergency Management Coordination Group, the MERO, MERC or MRM from the ICC (Incident Control Centre) will contact the team leader compliance; and
- Once notified, the team leader compliance will implement the plan, firstly by establishing a daily work team and an incident management and response team.

**Level two**

- At the request of the local police, Country Fire Authority or the State Emergency Service in situations which do not require the activation of the MEMP, yet require relief or support for domestic pets or livestock; and
- Once notified, the team leader compliance will implement the plan and provide assistance to the level required.

**Level three**

- At the request of the control agency (normally DEDJTR/DJPR) or on the initiative of the team leader compliance, for a situation of unusual or exceptional circumstances involving animals where various resources have to be managed and deployed to achieve an effective outcome;
- Upon activation, the team leader compliance will activate an incident response team (a combination of rangers, administrative support staff and/or skilled animal handlers) to deploy and to deal with the emergency; and
- The incident controller will utilise Crisisworks data link system to record all activities, logs, registers and documents relating to the incident.
7. Business continuity

In order to facilitate business continuity in event that the plan is activated in response to incidents, the team leader compliance will establish a daily business team.

The daily business team will focus on the delivery of the following requests for service, with priority being given to the following tasks:

- School crossings;
- Dog attacks/dog rushes;
- Injured animals;
- Cat/dog pick ups;
- Request for police assistance;
- Stock wandering (not in incident area);
- Open air burning complaints; and
- Any high risk request (not in incident area).

*Please note: Anything not included in this list will be regarded as a low priority. Daily business team descriptions are included in the next chapter.*
8. Roles and responsibilities

The following range of functions represents the respective roles that may need to be performed in an emergency:

8.1 MERC

Liaise with ICC, DEDJTR/DJPR animal welfare liaison officers and MERO regarding known and anticipated animal welfare needs in the municipality. Make these needs known to the MERO and ICC.

8.2 MERO

Liaise with MERC and DEDJTR/DJPR animal welfare liaison officer regarding known and anticipated animal welfare needs in the municipality. Make these needs known to the ICC and municipal compliance co-ordinator.

8.3 DEDJTR/DJPR animal welfare liaison officer

Provide advice to MERC, MERO and ICC regarding known extent of impact on livestock animal welfare, including anticipated needs for carcass disposal and recovery efforts.

Liaise with the council regarding DEDJTR/DJPR arrangements to assist with local animal welfare assessments, including DEDJTR/DJPR animal health staff, RSPCA, DEDJTR/DJPR wildlife officers, Australian Veterinary Association and wildlife carers.

Provide advice to the council regarding livestock carcass disposal guidelines.

Liaise with the council regarding DEDJTR/DJPR's arrangements regarding coordinating donated fodder for livestock (including Victorian Farmers Federation fodder drives), and other donated goods and services.

8.4 DEDJTR/DJPR animal health staff

Immediately after the incident, DEDJTR/DJPR animal health staff will conduct rapid impact assessments to capture the nature and scale of the animal welfare needs of livestock and wildlife.

DEDJTR/DJPR animal health staff, being district veterinary officers and animal health officers, will perform livestock animal welfare assessments and euthanasia as required. They can also assist with facilitating emergency transport and salvage slaughter of affected livestock.

8.5 Team Leader compliance

Co-ordinates the municipal animal welfare response as per this plan, including municipal staff and physical resources, under direction from the MERO.

Facilitate information sharing of ratepayers’ details to other emergency services to enable an efficient and comprehensive assessment of animal welfare needs following an emergency.

Maintain up-to-date contact and resource lists for this plan (Appendix 1), revised every 12 months in August. If required, the protocol documentation is available from the Wodonga Council Team Leader compliance.

8.6 Municipal Emergency Recovery Centre animal welfare co-ordinator

Person at the recovery centre maintains register of animals, may do welfare triage and completes job cards.
8.7 Council staff involved in animal welfare activities

Includes staff co-ordinating animal welfare in emergency recovery centres, phone staff and administrative staff to complete documentation.

8.8 Animal owner or persons in charge of animal/ livestock

- Assume responsibility for the care and planning of animals within their control, including:
  - Planning for emergencies;
  - Means of identification;
  - Needs of animals to remain, including refuge, water and feed; and
  - Needs of surviving animals.

Planning for an emergency should include arrangements for animals, and personal safety plans and property plans should be developed, practised and implemented. Animal considerations include:

- Animal identification – microchip, ear tag or collar;
- Evacuating or relocating animals early – identification, health records, food and water, transport, agistment and boarding options;
- Needs of animals remaining on property – refuge area, containment, feed and water supply (including planning for loss of electricity);
- Needs of surviving animals – treatment, containment, feed and water supply and electricity; and
- Contact numbers for animals – local vets, DELWP and the council.

8.9 Agencies and organisations

DEDJTR/DJPR is the control agency for emergency animal diseases. It is also the lead agency for livestock, companion animal and wildlife welfare support services in an emergency. DEDJTR/DJPR will assess and assist rural landholders with livestock needs, and co-ordinate other agencies (such as the RSPCA, Australian Veterinary Association and wildlife carers) to assess and assist with companion animal and wildlife animal welfare. The role of DEDJTR/DJPR is to:

- Identify critical animal and livestock welfare risks;
- Take appropriate immediate action to manage critical companion animal, livestock and wildlife animal welfare issues;
- Liaise closely with the council, the ICC (or control agency), local vets and RSPCA;
- Advise the council of containment needs of stray or roaming animals, and disposal needs of dead or injured animals (location, number and type of animals);
- Coordinate other support agencies, including RSPCA, wildlife carers and volunteer or community groups wanting to help;
- Provide the community with information and advice;
- Assess and report to government on the losses and damage to agricultural assets and animals, and the needs of affected persons and communities; and
- Assess fodder and water needs of impacted animals and advise the council and other agencies (for example, VFF) of needs, including quantity, type and location.

8.10 Local government

Responsible for local emergency relief arrangements as detailed in the MEAWP and the MEMP. Local arrangements include options for displaced companion animals and livestock, and welfare arrangements for companion animals at emergency relief centres.

- Manage animal welfare triage sites, and have local veterinary doctors and staff on standby;
- Manage animals arriving at emergency relief centres, including record keeping;
- Receive and manage or refer reports of animal welfare issues during and after the emergency;
- Liaise closely with the MERO and DEDJTR/DJPR animal welfare liaison officer regarding the animal welfare needs in the municipality;
- Manage wandering stock and companion animals, and dangerous animals;
- Co-ordinate clean-up activities, including...
provision of sites for disposal of dead animals (companion, livestock and wildlife);
• Manage or support distribution centres for donated fodder, pet food and supplies;
• Manage or support stand-pipes and fresh drinking water supplies as required;
• Manage or support volunteers wishing to assist in the emergency;
• Provide information and advice to the community regarding animal welfare and the care of animals during the emergency, with assistance from DELWP;
• Fencing needs; and
• A triage protocol is being developed.

8.11 Australian Veterinary Association (AVA)
Maintains a database for veterinarians and veterinary nurses wishing to volunteer their time. The AVA will activate its emergency taskforce for level two or three incidents. It will facilitate volunteer “triage veterinarians” and support triage centres, and will support local veterinarians and practices to care for animals affected by the emergency.

Private veterinarians and veterinary practices will provide services as required to their clients and animal owners, and as required by assessment teams (for example RSPCA and DELWP).

8.12 Royal Society for Prevention of Cruelty to Animals (RSPCA)
A support agency to DEDJTR/DJPR for animal welfare during emergencies. Undertake animal welfare assessments in accordance with plans and guidelines. Provide advice to companion animal carers on welfare needs for animals in their care. Support animal triage centres as required.

8.13 Victoria Police
Ensure animal welfare is considered as part of state response plans. Ensure arrangements are in place as part of traffic management to enable effective and timely delivery and removal of live stock and animal welfare needs.

8.14 SES and CFA Victoria
Ensure animal welfare is considered as part of state response plans. Work with DELWP and local government in the development and delivery of appropriate animal welfare messages to the community. Refer any animal welfare issues, concerns or reports to the appropriate agency (DELWP in the first instance).

8.15 Wildlife shelters and carers including Wildlife Victoria
Provide assistance in wildlife rescue and relief operations in line with plans and protocols. Where appropriately authorised, provide treatment and rehabilitation of wildlife affected by emergencies with the intent to release to the wild once rehabilitation is complete.

8.16 Municipality
• The co-ordination of municipal resources
• Manage municipal animal/stock welfare response and recovery activities and resources.

Local Laws staff shall:
• Carry out any functions delegated by the MERO relating to animal/stock welfare emergency responsibilities of the municipality.
• Perform activities consistent with animal/stock welfare emergency responsibilities of the municipality.
• Carry out any functions delegated by the team leader enforcement services in consultation with the MERO.

In the event of an emergency, municipal staff or authorised officers from neighbouring municipalities may assist Local Laws staff in performing activities consistent with animal/stock welfare emergency responsibilities of the municipality in accordance with the MAV Agreement.
9. Operational arrangements

9.1 Preparedness

Animal welfare support services will be represented by Wodonga Council, AWV and DEDJTR/DJPR at the Municipal Emergency Management Planning Committee and/or the Emergency Animal Management Sub Committee.

Emergency animal welfare services will be built into the exercising of the MEMP and comply with the requirements of the Emergency Management Manual Victoria.

Council officers will undertake the necessary training to ensure the following minimum number of staff has and maintains the specified accreditations:

- POCTA authorisation;
- First aid;
- Basic wildfire awareness;
- Work health and safety; and
- Livestock and domestic animal handling.

Personal protective equipment - need for supply of overalls, work gloves, goggle/mask for animal diseases, and if officers will be entering the fireground they will need fire retardant overalls and boots, and helmet.

9.2 Prevention

The MEMPC will encourage emergency animal welfare planning to residents of, and visitors to, the municipality by promoting information sources through various means, including the council website.

9.3 Response/relief

In the event of an emergency incident that is impacting animals, an appointed DEDJTR/DJPR, ICC liaison officer or DEDJTR/DJPR animal welfare liaison officer will interact with the MERO or their deputy to ensure animal welfare arrangements are in place.

Emergency management groups as appointed by combat agencies may fulfil all or part of the above.

In situations where an ICC has not been established, consultation will occur between the council contact and the DEDJTR/DJPR animal welfare contact.
9.4 Recovery

For long-term accommodation of displaced animals, residents will be actively encouraged to arrange their own boarding or agistment. Livestock options include agistment, supplementary feeding and/or sale of some animals.

Donated fodder, pet food and supplies will be distributed as required or returned to a central donations centre for distribution elsewhere in the North East or Victoria if its need is greater.

DEDJTR/DJPR can provide advice for longer term supplementary feeding of livestock, managing stock containment areas, animal health considerations, pasture regeneration and farm dam restoration. Fencing is also a high priority to ensure animals are safely contained.

Longer-term animal welfare needs will be documented and addressed through municipal recovery plans, in consultation with the DEDJTR/DJPR function, particularly where the resources of the council is overwhelmed, or the nature and extent of the emergency involves specialist intervention.

The MEMPC will encourage emergency animal welfare planning to residents of, and visitors to, the municipal district by promoting information sources through various means including the council and DJPR websites.

Communications

Key messages for communication to the community should be prepared during the year or prior to each season or event (for example, fire, flood, storm and drought). The key messages can be delivered via the council’s webpage, press releases or other print publications and will be designed to support information communicated to the wider community by the Department of Environment, Land, Water and Planning and support agencies.

Information relating to emergency planning for animals including pets, livestock and horses has been sourced from the DEDJTR/DJPR website at djpr.vic.gov.au and are located in Appendix 1.


DEDJTR/DJPR liaison/animal welfare liaison officer

In the event of an emergency impacting animals, an appointed DEDJTR ICC liaison officer or DEDJTR/DJPR animal welfare liaison officer will interact with the MERO/compliance incident controller or their delegate to ensure animal welfare arrangements are in place that allow effective scoping, management and referral of animal welfare needs, as well as distribution of relevant public information.

In situations where an ICC has not been established, interaction will occur between the council contact and the DEDJTR/DJPR animal welfare contact listed in this plan.

Recovery issues and longer-term animal welfare needs will be documented and addressed through the City of Wodonga Municipal Recovery Plan.
10. Emergency animal welfare services

The City of Wodonga 2016 Census states Wodonga’s population at 38,043, with residents residing over an area of 43,280 hectares (433 km2). Pet ownership across the city of Wodonga for 2019 was 6904 registered dogs and 1808 registered cats, plus a 30 per cent margin of error for unregistered animals. This does not include other animal types including livestock (cattle, sheep, lamas and alpacas), horses, ponies, poultry and other companion animal types including but not limited to birds, fish and reptiles. If an event occurs in the Indigo or Towong shires, this could impact on services provided by the Wodonga Council.

This vast array of animal types will require a broad range of emergency animal welfare services during an event. Even though owners of animals have a ‘duty of care’ in caring for these animals, in these circumstances, this is not always possible and the services of the council will be required.

10.1 Animal welfare services

There are a number of services that the council can call upon that have the resources to assist in the event of an emergency situation. Some of the agencies are as follows:

- RSPCA;
- Lost Dogs Home;
- Cat Protection Society Victoria;
- Victorian Animal Aid Shelter – Coldstream;
- Project Hope, Horse Welfare Victoria;
- Wildlife Victoria;
- Wildlife Rescue and Information Network (WRIN);
- Wildlife Rescue and Emergency Service (WRES);
- Australian Wildlife Rescue Organisation (WIRES); and
- Animal Welfare Victoria (AWV).

10.2 Identification of affected animals

In the event of an emergency, information on registered animal populations can assist scope the effort required to address animal welfare issues. Animal registers can also help identify stray or roaming animals, or those presenting at relief centres. Animals and their owners can be registered at emergency relief centres or field sites utilising the register of animals received which is located in Appendix 7. Once animals are registered, this document will be uploaded to Crisisworks or the information can be entered into Crisisworks People and Property tab for the incident. Wodonga Council also has the capability to scan cats and dogs.

The council will work with DEDJTR/DJPR in the identification of impacted livestock (DEDJTR/DJPR) and companion animals (council) populations through the DEDJTR/DJPR liaison officer or DEDJTR/DJPR animal welfare liaison officer at the ICC. In smaller scale incidents where these roles have not been activated, the council and/or DEDJTR/DJPR/Parks Victoria will work with the DEDJTR/DJPR animal welfare officer listed in this plan.

10.3 Management of displaced animals

Managing animals presenting at emergency relief centres

Local government is responsible for the coordination and operation of emergency relief centres (ERC). Emergency relief centre locations are listed in the MEMP and are activated based on need during an incident.
The council’s policy on managing evacuated animals that present at emergency relief centres with their owners/carers is to:

- Arrange to have their pets stay at a relative or friend’s house;
- Provide short-term accommodation at an emergency relief centre;
- Advertise suitable alternative and short-term accommodation options to encourage owners to plan in advance; and
- Direct owners to temporary boarding facilities at the showground exhibition centre or saleyards.

A decision as to the best option should be based on the circumstances of the incident (for example, pre-planned evacuation versus emergency evacuation, type of animal, suitability of emergency relief centre to house animals).

Further information relating to emergency relief centres can be found in Appendix 2 - Emergency relief centres and animal welfare processes.

**Emergency containment of displaced (unconfined animals)**

Unconfined animals can pose a danger and require emergency containment or impoundment.

Reports of unconfined animals that pose a hazard will be dealt with by:

- Unconfined animals will be impounded as per normal procedures and placed at either the pound or saleyard depending on the animal type. In cases where the animal can be confined in a neighbouring property or safe area, the animal will be confined and the owner of the property informed if possible and immediate steps will be taken to identify the animal owner who will be informed to recover the animal or make arrangements as to its safe keeping.

**10.4 Animal welfare needs assessment (including veterinary treatment, humane destruction, salvage slaughter, fodder, water and carcass disposal)**

DELWP will assess the needs of wildlife, in partnership with Parks Victoria and registered wildlife groups.

DEDJTR/DJPR will assess livestock and companion animal welfare support needs on private property.

Livestock and companion animal welfare assessment needs on private property will be reported to DEDJTR/DJPR for actioning through the DEDJTR/DJPR liaison officer at the ICC, or the DEDJTR/DJPR animal welfare liaison officer. In smaller scale incidents where these roles have not been activated, reports can be sent to the DEDJTR/DJPR animal welfare officer listed in this plan. DEDJTR/DJPR will liaise with both council officers and RSPCA to ensure a co-ordinated and appropriate response.

Wildlife welfare assessment needs will be reported to the incident controller or planning officer in the incident management team, or wildlife welfare officer if in place. In smaller scale incidents where these roles have not been activated, reports will be sent to the DELWP/Parks Victoria contact listed in this plan.

The council will engage a contractor (for example, veterinary) to carry out animal assessment and destruction activities.
10.5 Veterinary treatment

While the treatment of animals will ideally be organised by owners in conjunction with their private veterinarian, local practices may be overwhelmed or inaccessible in a large scale emergency.

In the event of an incident where local services are overwhelmed, assistance will be requested via the DEDJTR/DJPR liaison officer, in consultation with the Australian Veterinary Association (AVA). Triage sites will be determined per incident basis. For example, in the event of a disease outbreak/detection at the saleyards, animals may need to be tested, processed and disposed of off-site.

Organisations that can provide veterinary services to support the council in the event of an incident are listed in Appendix 1.

10.6 Co-ordination of carcass disposal

Local government is responsible for the coordination of clean-up activities including disposal of dead animals. DEDJTR/DJPR will provide any information it has on carcass disposal needs (number and type of animals and location) to assist the council. There are critical environmental issues relating to the placement of carcasses, for example, water table, flood plain, vector control and the like. For biosecurity purposes, it is preferable to dispose of carcasses on the affected property. Where this is not practically possible, the council will call upon the following options:

- Licensed landfill;
- Rendering plant; and
- Knackeries.

For further information on disposing of carcasses in response to bushfire, flood or drought (updated Jan 2020) go to: agriculture.vic.gov.au/agriculture/emergencies/recovery/livestock-after-an-emergency/disposing-of-carcasses-after-bushfire-flood-or-drought

Prior to organising any movement of animal carcasses to interstate landfill sites, the DEDJTR/DJPR animal liaison officer should be consulted to ensure that there are no restrictions in place of the movement of deceased animals cross border.

10.7 Emergency fodder

In large-scale emergencies, fodder may be donated for distribution to affected animal owners.

DEDJTR/DJPR will work with the VFF or local government in the establishment of distribution sites and draw on the following groups to assist:

- Wodonga saleyards (Northern Victoria Livestock Exchange); and
- Local service groups.

Suitable sites within the municipality include:

- Wodonga saleyards;
- Showgrounds;
- Wodonga Waste Transfer Station;
- Emergency relief centres (domestic and companion animals);
- Adjoining municipality sites; and
- Any other suitable site (Mars Petcare may enter into an agreement to supply pet food at cost if required to relief centre – cost recovery through Victorian Department of Treasury and Finance).

10.8 Emergency water

In the event emergency water supplies are needed for livestock (due to contamination of private supplies), water may be collected by owners from the following sites:

- Emergency watering points will be set up utilising the reticulated water mains system on agreement with North East Water; and
- Other sites that may be utilised could be bulk raw water removal from Wodonga Creek/Murray and Kiewa rivers once suitable sites are established (low level river access, away from raw water intakes).
10.9 Donations and volunteers

In large scale emergencies, donations of money or other material aid for animals may be made. The council’s position on donations for impacted animals is:

- Recovery committee to be established to examine impact assessment/needs arising out of the emergency event; and
- Appropriate agency to coordinate donated goods as per Municipal Recovery Plan.

Offers of volunteer assistance

In large scale emergencies, offers of volunteer assistance may be made to the council. The Municipal Recovery Sub-Committee structure includes the provision of volunteer management. This will be coordinated by the appropriate officer.

10.10 Recording reports of animals requiring emergency welfare support

Reports received at the ICC of animals requiring services provided by another agency/organisation will be recorded in Crisisworks and referred to the relevant agency/organisation within 24 hours of receipt.

Referrals received at the ICC of animals requiring services provided by the council will be recorded in Crisisworks with action initiated within 24 hours of receipt.

10.11 Information sharing

To ensure comprehensive assessment of animals impacted by an emergency, animal owner/carer details may need to be provided to animal welfare support agencies or organisations. This enables the delivery of urgent services to affected individuals and their animals. The council agrees to manage and share information in accordance with the principles of the Information Privacy Act 2000, its own privacy policies and guidelines provided by the Office of the Victorian Privacy Commissioner (Info sheet 02.10). Where information is disclosed, the council will attach a written note to the relevant file as to why the information was released and to whom.

All information relating to animal owner/carer details will be entered into Crisisworks – People and Property tab for that incident. If there is a need to subject this data to sensitivity, this can be done by selecting this option under the People and Property tab before the information is saved. Furthermore, Crisisworks provides an audit trail of all activities and records within the system including who entered the information and who has accessed the information.
10.12 Process for requesting additional resources

The council may draw on resources from the following municipalities as per the resource sharing agreement/memorandum of understanding and other organisations in the delivery of animal welfare services always through the MERO:

- Indigo Shire;
- Towong Shire;
- Wangaratta Council;
- AlburyCity Council;
- Albury Wodonga Equestrian Centre;
- DEDJTR/DJPR;
- Parks Victoria; and
- Canine Country Kennels (current pound contractor).

Requests for supplementary resources will be consistent with principles described in the State Emergency Response Plan/Municipal Emergency Response Plan. Additional resources to enable the effective delivery of animal welfare services will be discussed with the DELWP ICC liaison officer or DELWP animal welfare liaison officer.

10.13 Financial measures

Municipal councils have responsibility for overseeing emergency relief at the local level. Emergency relief services and activities, and the nominated agencies responsible for coordinating and providing these at the local level, will be designated in the MEMP. Municipal councils are responsible for meeting the cost of emergency relief measures provided to people affected by an emergency. In the first instance, it should be communicated to animal owners that it is their responsibility to bring a food supply for their pet or animal when attending an emergency relief centre.

This however, is not always practical if the evacuation process occurs quickly due to impact or imminent threat of the emergency and the council may have to provide basic food supplies and support items such as pet containers for example.

When municipal resources (including those owned or directly controlled through pre-existing arrangements) are unable to meet the demand for delivery of animal welfare support services, a request for assistance should be escalated from MERC to the MERO to open the ICC, then to notify the state emergency animal welfare coordinator.

Joint arrangements between the Australian Government and Victoria provide funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) to help pay for natural disaster relief and recovery costs. Based on the type of emergency, municipal councils, agencies and departments may be eligible for reimbursement through the NDRRA.
## Appendix 1 - Contact information

<table>
<thead>
<tr>
<th>Service</th>
<th>Organisation/business name</th>
<th>Contact name/role</th>
<th>Phone/email</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Leader Compliance</td>
<td>Wodonga Council</td>
<td>Craig McClanahan</td>
<td>(02) 6022 9260 <a href="mailto:cmcclanahan@wodonga.vic.gov.au">cmcclanahan@wodonga.vic.gov.au</a></td>
<td>PO Box 923 Wodonga Vic 3689</td>
</tr>
<tr>
<td>Civic services officer (Ranger)</td>
<td>Wodonga Council</td>
<td>Mark Morey</td>
<td>(02) 6022 9300 <a href="mailto:cservices@wodonga.vic.gov.au">cservices@wodonga.vic.gov.au</a></td>
<td>PO Box 923 Wodonga Vic 3689</td>
</tr>
<tr>
<td>Civic services officer (Ranger)</td>
<td>Wodonga Council</td>
<td>Matthew Foster</td>
<td>(02) 6022 9300 <a href="mailto:cservices@wodonga.vic.gov.au">cservices@wodonga.vic.gov.au</a></td>
<td>PO Box 923 Wodonga Vic 3689</td>
</tr>
<tr>
<td>Civic services officer (Ranger)</td>
<td>Wodonga Council</td>
<td>Luke Smith</td>
<td>(02) 6022 9300 <a href="mailto:cservices@wodonga.vic.gov.au">cservices@wodonga.vic.gov.au</a></td>
<td>PO Box 923 Wodonga Vic 3689</td>
</tr>
<tr>
<td>Civic services officer (Ranger)</td>
<td>Wodonga Council</td>
<td>Len McGaffin</td>
<td>(02) 6022 9300 <a href="mailto:cservices@wodonga.vic.gov.au">cservices@wodonga.vic.gov.au</a></td>
<td>PO Box 923 Wodonga Vic 3689</td>
</tr>
</tbody>
</table>

### Identification of affected animals

- **Livestock identification**
  - National Livestock Identification System
  - 1800 678 779
  - nlis.victoria@ecodev.vic.gov.au

- **Pet identification**
  - Microchip registers
  - Council Rangers
  - (02) 6022 9300 cservices@wodonga.vic.gov.au

### Management of displaced animals

#### Shelters
- **Pounds**
  - Wodonga Council
  - Craig McClanahan
  - As above

- **Boarding establishments**
  - Family Vet Centre
  - (02) 6041 2522 familyvet@familyvet.com.au

- **Racecourse/Showground**
  - Wodonga Turf Club
  - (02) 6024 1306 wodonga@countryracing.com.au
  - Hamilton Smith Dr, Wodonga Vic 3690

- **Albury Wodonga Animal Rescue**
  - (02) 6025 9682
  - 695 Mudge St Hamilton Valley NSW 2641

- **Albury Wodonga Equestrian Centre**
  - 0427 540 467

- **Animal transport providers**
  - Refer to MEMP contact data list
  - Corrys Rd and Roberts Rd Thurgoona NSW 2640

### Animal welfare assessment

- **Livestock and companion animal impacts**
  - DEDJTR
  - Manager animal health field services, state emergency animal welfare coordinator
  - 136 186

- **Other (list)**
<table>
<thead>
<tr>
<th>Wildlife impacts</th>
<th>Parks Victoria</th>
<th>Other (list)</th>
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**Animal destruction**

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<tr>
<th>Livestock and companion animals</th>
<th>DEDJTR</th>
<th>Other (list)</th>
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<table>
<thead>
<tr>
<th>Wildlife impacts</th>
<th>Parks Victoria</th>
</tr>
</thead>
</table>

**Veterinary Treatment / Triage**

<table>
<thead>
<tr>
<th>Veterinary practices</th>
<th>Albury Wodonga Vet Melrose Animal Hospital (Wodonga)</th>
<th>(02) 6056 1544 Emergency all hours <a href="mailto:general@hmah.com.au">general@hmah.com.au</a></th>
<th>Cnr Melrose Dr and Brockley St Wodonga Vic 3690</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hume Animal Hospital (Albury)</td>
<td>(02) 6025 4088 Emergency All Hours</td>
<td>Mate St Albury North NSW 2640</td>
</tr>
<tr>
<td></td>
<td>Family Vet Centre</td>
<td>(02) 6056 4400</td>
<td>75A Thomas Mitchell Drive Wodonga Vic 3690</td>
</tr>
<tr>
<td></td>
<td>Hume Equine Centre</td>
<td>(02) 6040 2709</td>
<td>4 Horan Crt Albury NSW 2640</td>
</tr>
<tr>
<td></td>
<td>All Pets Animal Hospital</td>
<td>(02) 6023 1444</td>
<td>119 Borella Rd Albury NSW 2640</td>
</tr>
<tr>
<td></td>
<td>Family Vet Centre</td>
<td>(02) 6041 2522 <a href="mailto:familyvet@familyvet.com.au">familyvet@familyvet.com.au</a></td>
<td>243 Borella Rd Albury NSW 2640</td>
</tr>
<tr>
<td></td>
<td>Dr Jana's Veterinary Centre</td>
<td>(02) 6040 9099</td>
<td>323 Wagga Rd Lavington Vic 2641</td>
</tr>
<tr>
<td></td>
<td>Tallangatta Veterinary Clinic</td>
<td>(02) 6071 2594</td>
<td>107 Towong St Tallangatta Vic 3700</td>
</tr>
<tr>
<td></td>
<td>Rutherglen Veterinary Clinic</td>
<td>(02) 6032 8930</td>
<td>149 Main St Rutherglen Vic 3685</td>
</tr>
<tr>
<td></td>
<td>Beechworth Veterinary Clinic</td>
<td>(03) 5728 2410</td>
<td>6a Camp St Beechworth Vic 3747</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wildlife Carers</th>
<th>Wildlife Victoria</th>
<th>(03) 9445 0310 <a href="mailto:office@wildlifevictoria.org.au">office@wildlifevictoria.org.au</a> (Office Hours) 13 000 94535 (Emergency Response Service) wildlifevictoria.org.au/wildlife-victoria-rescue (online reporting)</th>
<th>Suite 3, 288 Brunswick St Fitzroy Vic 3065</th>
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<table>
<thead>
<tr>
<th>Volunteer vets / vet nurses</th>
<th>Australian Veterinary Association</th>
<th>Refer to Local Veterinary Services list.</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Triage support</th>
<th>RSPCA Victoria</th>
<th>(03) 9224 2223 <a href="mailto:rspca@rspcavic.org.au">rspca@rspcavic.org.au</a></th>
<th>Burwood East Vic 3151</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>RSPCA Albury Volunteer Branch</td>
<td>(02) 6021 5220</td>
<td>610 Hume St Albury NSW 2640</td>
</tr>
</tbody>
</table>
## Carcass Disposal

<table>
<thead>
<tr>
<th>Transport</th>
<th>Albury Waste Management Facility</th>
<th>(02) 6043 5860</th>
<th>565 Mudge St Hamilton Valley NSW 2461</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knackeries</td>
<td>Ascot Meats</td>
<td>(02) 6055 0263</td>
<td>54 Kelly St Wodonga Vic 3690</td>
</tr>
<tr>
<td></td>
<td>Wodonga Rendering P/L</td>
<td>(02) 6055 0263</td>
<td>54 Kelly St, Wodonga Vic 3690</td>
</tr>
<tr>
<td>Approvals</td>
<td>EPA North East</td>
<td>1300 EPA VIC (1300 372 842) <a href="mailto:contact@epa.vic.gov.au">contact@epa.vic.gov.au</a></td>
<td>27–29 Faithful St Wangaratta Vic 3677</td>
</tr>
</tbody>
</table>

## Water supplies

<table>
<thead>
<tr>
<th>Water Authority</th>
<th>NEWA</th>
<th>Mark Goldsworthy Emergency Management Coordinator</th>
<th>0427 502 883</th>
<th>0400 360 017 Duty Manager</th>
<th>PO Box 863 Wodonga Vic 3689</th>
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</thead>
</table>

## Donated fodder supplies

<table>
<thead>
<tr>
<th>Victorian Farmers Federation</th>
<th>1300 882 833 vff.org.au</th>
</tr>
</thead>
</table>

## Animal welfare groups

<table>
<thead>
<tr>
<th>Albury Wodonga Animal Rescue</th>
<th>(02) 6025 9682</th>
<th>695 Mudge St Hamilton Valley NSW 2461</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dunroamin Animal Rescue</td>
<td>(02) 6037 1444 <a href="mailto:dunroaminanimalrescue@gmail.com">dunroaminanimalrescue@gmail.com</a></td>
<td>Walwa</td>
</tr>
<tr>
<td>Wodonga Dog Rescue</td>
<td>0407 538 922</td>
<td>180 Sangsters Rd Wodonga Vic 3690</td>
</tr>
<tr>
<td>Kangaroo Industry Association</td>
<td>(07) 4661 9911</td>
<td>Warwick Qld 4370</td>
</tr>
</tbody>
</table>

## Neighbouring Local Government Contacts

<table>
<thead>
<tr>
<th>Indigo Shire</th>
<th>MERO</th>
<th>(03) 5728 8000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Towong Shire</td>
<td>MERO</td>
<td>(02) 6071 5100</td>
</tr>
</tbody>
</table>

## Other

<table>
<thead>
<tr>
<th>Pest Removers</th>
<th>Econopest</th>
<th>1300 655 774 <a href="mailto:admin@economicpest.com.au">admin@economicpest.com.au</a></th>
<th>PO Box 5163 Wodonga Vic 3690</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation</td>
<td>Phone number</td>
<td>Website</td>
<td></td>
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<tr>
<td>Department of Jobs, Precints and Regions</td>
<td>136 186</td>
<td>djpr.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td>Animal Welfare Victoria</td>
<td>136 186</td>
<td>animalwelfare.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td>Department of Environment, Land, Water Planning</td>
<td>136 186</td>
<td>delwp.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td>Department of Health and Human Services</td>
<td>1300 650 172</td>
<td>dhhs.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td>Australian Veterinary Association</td>
<td>(03) 9600 2930</td>
<td>ava.com.au</td>
<td></td>
</tr>
<tr>
<td>Cat Protection Society of Victoria</td>
<td>(03) 9434 7155</td>
<td>catprotection.com.au</td>
<td></td>
</tr>
<tr>
<td>Central Animal Records</td>
<td>1800 333 202</td>
<td>car.com.au</td>
<td></td>
</tr>
<tr>
<td>Dogs Victoria</td>
<td>(03) 9788 2500</td>
<td>dogs.victoria.org.au</td>
<td></td>
</tr>
<tr>
<td>Donkey Shelter Tonglala</td>
<td>(03) 9436 1713</td>
<td></td>
<td></td>
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<tr>
<td>Feline Control Council</td>
<td>(03) 9720 8811</td>
<td>fccvic.org</td>
<td></td>
</tr>
<tr>
<td>Ferret Rescue</td>
<td>0428 553 609</td>
<td>vicferrets.org.au</td>
<td></td>
</tr>
<tr>
<td>Local councils</td>
<td>(03) 9667 5555</td>
<td>mav.asn.au/vic-councils</td>
<td></td>
</tr>
<tr>
<td>Lort Smith Animal Hospital</td>
<td>(03) 9328 3021</td>
<td>lortsmith.com</td>
<td></td>
</tr>
<tr>
<td>Petsafe</td>
<td>(02) 9476 5631</td>
<td>petsafe.com.au</td>
<td></td>
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<tr>
<td>Project Hope Horse Welfare Australia Inc</td>
<td>1300 881 606</td>
<td>phhwv.org.au</td>
<td></td>
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<tr>
<td>Red Cross</td>
<td>(03) 8327 7700</td>
<td>redbreast.org.au</td>
<td></td>
</tr>
<tr>
<td>RSPCA (Victoria)</td>
<td>(03) 9224 2222</td>
<td>rspcavic.org</td>
<td></td>
</tr>
<tr>
<td>The Lost Dogs’ Home</td>
<td>(03) 9329 2755</td>
<td>dogshome.com</td>
<td></td>
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<tr>
<td>VicRoads</td>
<td>131 171</td>
<td>vicroads.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td>Victorian Animal Aid Trust</td>
<td>(03) 9739 0300</td>
<td>animalaid.org.au</td>
<td></td>
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<tr>
<td>Victorian Bushfire Information Line</td>
<td>1800 240 667</td>
<td></td>
<td></td>
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<tr>
<td>Victorian Farmers Federation</td>
<td>1300 882 833</td>
<td>vff.org.au</td>
<td></td>
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<tr>
<td>Wildlife Victoria</td>
<td>(03) 8400 7300</td>
<td>wildlifevictoria.org.au</td>
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<tr>
<td>Zoos Victoria</td>
<td>1300 966 784</td>
<td>zoo.org.au</td>
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</table>
Appendix 2 - Emergency relief centres and animal welfare processes

Establish animal admission facilities at ERC

At the onset of an emergency, the council may establish animal admission facilities in conjunction with the emergency relief centre (ERC). The MEMPC contains information as to the staffing, set up and logistical support of the ERC. The roles of civic services personnel staffing an animal admission facility will be to:

- Identify and record details of animals presented;
- Identify menacing, dangerous or restricted breeds and redirect to the pound or other facility designed to hold this type of animal;
- Contain animal/s;
- Separate animals as appropriate to ensure their safety and welfare;
- Assess all animals presented, whether or not they are owned:
- Arrange or administer first aid;
- Arrange for transfer of animals which require ongoing care or significant treatment to an external veterinarian, in consultation with the owner where possible; and
- If an animal is assessed as being fit and healthy, it may be:
  - Retained on site in the care of the owner in facilities arranged by the council;
  - Transferred to accommodation of the owners choice; or
  - If the owner is not present or does not have a preference, to a facility which can care for the animal. If possible this will be to a shelter with which the council has pre-existing arrangements for the provision of such services.

City of Wodonga Emergency Relief Centres

<table>
<thead>
<tr>
<th>Name of facility</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Cube Wodonga</td>
<td>Hovell St, Wodonga</td>
</tr>
<tr>
<td>2. Wodonga Sports and Leisure Centre</td>
<td>Hedgerow Crt, Wodonga</td>
</tr>
<tr>
<td>3. Birallee Park club rooms</td>
<td>Marshall St</td>
</tr>
<tr>
<td>4. Birallee Park change rooms</td>
<td>Marshall St</td>
</tr>
<tr>
<td>5. Baranduda Community Centre</td>
<td>3 Sage Crt, Baranduda</td>
</tr>
<tr>
<td>6. Felltimber Community Centre</td>
<td>Cnr Melrose Drive and Felltimber Creek Rd</td>
</tr>
<tr>
<td>7. Martin Park clubrooms</td>
<td>Gordon St or Vermont St (two entrances)</td>
</tr>
<tr>
<td>8. Martin Park players rooms</td>
<td>Gordon St or Vermont St (two entrances)</td>
</tr>
<tr>
<td>9. Nell Wilson Pavilion (showgrounds)</td>
<td>Hamilton Smith Drive (animals)</td>
</tr>
</tbody>
</table>
The following conditions apply in relation to animals brought to an emergency relief centre:

- All animals are held at the owner’s risk;
- Owners are required to feed the animals;
- Water will be provided for the animals;
- Housing is only short term. Animals that remain at the shelter after three days may be processed as un-owned animals;
- Animals must be confined or on a leash at all times;
- Animals with special needs will need to be managed by the owner to ensure they do not cause harm or discomfort to other animals or people; and
- Animals must not be moved from their designated crate/pen without notification to the person in charge of the animal shelter.

Setting up emergency animal shelter at an ERC

Animals cannot be loose within an emergency animal shelter. Personnel engaged in animal welfare roles at an ERC or an emergency shelter should use cages, crates, tethers, fencing and other appropriate methods of restraint to house all animals on site. Animals should be protected from the weather. Animal housing should be removed from public areas to help reduce the amount of stress that they are subjected to. Separate areas should be designated for dogs, cats and other animals. Owned animals may be housed apart from stray animals. Ideally each group of animals should be contained within a larger area to ensure that if an animal gets loose it cannot escape.

An area will be required for animal food. The animal food staging, distribution and preparation area should be in a location where the food is protected from vermin and will not get wet. The animal food preparation area will require food utensils.

Animal supplies and other resources including food dishes, litter boxes, cat litter, scoops, cages, toys, leashes, collars, muzzles, flea treatment, brushes, newspaper, towels, and blankets must be stored securely so they will not get wet and are available as needed.

A water storage area will be needed when normal water resources are not operating or the tap water is not suitable for drinking. The water storage should be in a central location within the facility, with easy access for delivery trucks.

An animal’s crate, box or pen should be cleaned daily. These should not be washed in the food preparation area. The animal cage cleaning area needs to be set up near a water source and not somewhere that the runoff will cause other parts of the facility to flood or contaminate ground being used by humans for accommodation.

Staff health must be protected. Staff and volunteers dealing with animals must have or be provided with:

- Properly fitting personal protective clothing;
- Washing facilities with disinfectant soap;
- Adequate information and training on health, hygiene and safety; and
- Arrangements for washing personal protective clothing; and
- Tetanus immunisation.
Appendix 3 - Animal admission flow charts

Using contact list, Municipal Recovery Manager requests animal management at a relief centre

Nominate ranger roles

Using contact list determine the whereabouts and availability of equipment

Liaise with Relief Centre Manager regarding the placement of cages, feed and equipment (will be predetermined for some sites)

Set up equipment

Animal arrives at relief centre

With owner, assess immediate needs

Complete animals register and tag animal, animal arrives at relief centre

Animal to be contained by the council

Yes

Allocate cage and care for animal at facility

Transfer to another facility and provide care

Animal to be discharged

No

Animal remains with owner

Refer owner to boarding facilities/ alternate care

Complete register and recover tag

Disinfect cage

Animal arrives at relief centre

With owner, assess immediate needs

Complete animals register and tag animal, animal arrives at relief centre

Animal to be contained by the council

Yes

Allocate cage and care for animal at facility

Transfer to another facility and provide care

Animal to be discharged

Complete register and recover tag

Disinfect cage

Figure 4: Relief centre operations small animals adapted with permission from Yarra Ranges Animal Welfare Emergency Management Plan December 2009.
Figure 5: Relief centre operations large animals adapted with permission from Yarra Ranges Animal Welfare Emergency Management Plan December 2009.
Figure 6: Relief centre operations stray animals adapted with permission from Yarra Ranges Animal Welfare Emergency Management Plan December 2009.
Appendix 4 - On-farm burial guidance criteria

On-farm burial
When planning for on-farm burial there are many factors that need to be considered. These issues include the environment, statutory controls, logistics and safety.

As a guide a burial site should be located:

- On heavier soil of low permeability and good stability;
- On elevated land but with a slope of less than 5 per cent (preferably less than 2 per cent);
- Above the one in 100 year flood level;
- At least 200 metres from any surface water (creek, river, lake, spring or dam);
- At least 200 metres from any ground water supply (stock and domestic bore);
- At least 2 metres from the bottom of pit to the watertable level;
- At least 300 metres from any sensitive use (for example, neighbouring house);
- A safe distance from underground and aboveground infrastructure (for example, powerlines, telephone line, gas line, water pipes and sewerage); and
- Well away from the view of the general public.

Operators should also:

- Cover the carcasses with at least 2 metres of soil;
- Slightly mound pits after backfilling to allow for subsidence and promote runoff rather than infiltration;
- Where necessary, excavate cut-off drains upslope of the burial pits to direct surface run-off away from the pits;
- Where possible, plan destruction activities close to burial site have good, safe access to site for machinery; and
- It may be necessary to incinerate carcasses in some circumstances.

Appendix 5 – Job cards

Municipal animal welfare team leader – role overview, duties, reporting arrangements
Municipal animal welfare deputy team leader
Municipal animal welfare team members

Appendix 6 – Emergency animal welfare resources within the municipal district

Located throughout the city of Wodonga and Albury are a wide range of businesses that may be able to provide emergency animal welfare resources. Prior to sourcing any equipment or supplies outside of the municipality, all efforts should be made to support the local economy first. Volunteer and community organisations that support animal welfare are listed within the contacts list. Details of council plant are contained in the Wodonga Municipal Emergency Management Plan.

- Wodonga saleyards;
- Wodonga Racecourse;
- Wodonga Showgrounds;
- Abattoirs; and
- Wodonga Pound Facility (currently closed).
### Appendix 7 – Templates – Register of affected animals

<table>
<thead>
<tr>
<th>Date and time received</th>
<th>Name of person presenting the animal</th>
<th>Contact details of person presenting the animal</th>
<th>Owned/un-owned. If unknown, include location found</th>
<th>Alive or dead</th>
<th>Animal type</th>
<th>Sex</th>
<th>Identifying marks including microchip details</th>
<th>Photo number</th>
<th>ID number</th>
<th>Release date and time</th>
<th>Released to where and whom (contact details)?</th>
<th>Entered into Crisis-works Y/N</th>
</tr>
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