

Category:	Local Laws
Adoption:	Council
Review period:	Three years
Responsible Manager:	Manager Development Services

CEO Signature



Date 15 March 2017

Purpose / objective:

The purpose of this policy is to provide a consistent procedure for the consideration of requests to:

- Refund pet registration fees, or
- Apply a reduced fee for periods less than the full registration year.

Scope of this policy?

The policy applies to any person who resides in the Mount Alexander Shire, owns a dog or a cat and applies to Council to register their dog or cat.

Background / reasons for policy:

To ensure consistency and transparency in our dealings with customers in relation to animal registration and the requirements of the Domestic Animals Act 1994.

The pet registration year runs from 9 April in one year until 10 April in the following year and is set in the Domestic Animals Act 1994.

Dog or cat owners will seek either a refund of a registration fee or a reduced registration fee for periods less than the full registration year. These requests generally come as a result of;

- The death of a pet; or
- Ownership of a new pet part way though the registration year.

Policy content:

That Council will:

- Refund any dog or cat registration fee if the animal dies within one month of the fees being paid;
- Charge pro-rata registration fees where a new animal is registered on or after 10 April in any year as follows:
 - 10 April to 31 October – full fee
 - 1 November to 31 January – 50% of fee
 - 1 February to 9 April – tag charges only

The above pro-rata fees only apply to the registration of new animals. They do not apply to any renewals or registrations which have not been paid on time, or to persons who have failed to register their dog or cat on acquisition.

Responsibilities:

Position	Roles and Responsibilities
Director	To oversee the implementation of this policy.
Managers	To ensure awareness of and adherence to this policy.
Coordinators	To ensure the policy is being followed by staff.
Local Laws Officers, Customer Service and Business Support Officers	To ensure the policy is being applied.

Related policies:

N/A

Relevant Legislation:

Domestic Animals Act 1994.