



## **Draft OPERATIONAL MANAGEMENT PLAN**

### **MURWILLUMBAH ANIMAL REHOMING FACILITY**

**Rev 3 – August 2023**

*Note: This draft Operational Management Plan (OMP) has been prepared to accompany a development application to Tweed Shire Council for the proposed construction and operation of the Murwillumbah Animal Rehoming Facility. Tweed Shire Council and the Friends of the Pound will jointly operate the facility. These organizations will refine the OMP prior to the commencement of use to ensure consistency between the operational requirements of each entity, the development approvals for the site and the OMP.*

*The applicant is expectant that TSC will condition the Operational Management prior to any consent by the DAU. The final submission of the OMP is to be conditioned as a POC condition. This is in line with TSC correspondence dated 09.08.23.*

#### **1. PURPOSE**

- This Operational Management Plan (OMP) provides details with respect to the operation of the proposed Murwillumbah Animal Rehoming Facility at Lundberg Drive, South Murwillumbah.
- Compliance with this OMP is required by conditions of development consent relating to the premises (DA 22/0854).

#### **2. TYPE OF DEVELOPMENT**

- The premises comprises a combination of:
  - Administrative offices, 'front of house' and meeting spaces for Friends of the Pound associated with achieving the rehoming of animals.
  - Administrative offices for the TSC Rangers.
  - Accommodation for cats and dogs and associated infrastructure relating to veterinary and general care of these animals; and
  - Impounding areas for stock and abandoned vehicles.

- The development does not involve industrial activities or production processes.

### 3. OWNERSHIP ARRANGEMENTS

- Tweed Shire Council (TSC) is the owner of the premises.
- TSC Rangers will occupy part of the premises (primarily Building B and associated external areas).
- A **Licence** will be issued to Friends of the Pound (or the tenant) to occupy and utilise parts of the premises (primarily Building A and associated external areas).
- Within the building, there are components which will be 'shared' between the two entities including areas such as the laundry, toilets, veterinarian office and community meeting space.
- Prior to occupation of the building Tweed Shire Council and Friends of the Pound will jointly provide Council's Regulatory Planning Section with an updated OMP which clearly documents the roles and responsibilities with respect to the operation of the respective components of the facility. Many of the details for which are unable to be finalised until the tenant has been selected and the terms and agreement of the lease and license are agreed.

### 4. OPERATIONAL DETAILS

#### Building A – Friends of the Pound

- Opening hours for the public will be 10am to 4pm, seven days a week. Staff and volunteers will require additional access outside of these hours. Up to 10 'staff' and 3 'visitors' are expected on site at any given time in association with the Friends of the Pound activities.

#### Building B – Council Rangers

- There will be a seven days per week presence of Council officers on the site, generally within the core hours of 8am to 4.30pm. Limited services relating to Council's regulatory animal management functions will be available to the public within these hours. Up to 18 staff will be engaged by this aspect of Council's operation, with up to 12 on site at any point. Not more than 2 visitors are expected to the Ranger's offices at any time.
- Additional CCTV and secured access arrangements will be provided to ensure the out of hours safety and care of any impounded animals.

### 5. PARKING AND TRANSPORT

- Public parking and pedestrian access to the complex will be via the carpark located to the south of Building A. This parking will provide for sixteen (16) carparking spaces inclusive of an accessible space.
- A separate secure carpark is provided to the north of the building to provide for twelve (12) parking spaces in associated with the activities of the Council Rangers. No public access is available to this parking area.

- Vehicles accessing the site are generally 'typical' passenger vehicles. Exceptions to this are:
  - Waste collection vehicles (lot 23 and 31).
  - A flatbed truck associated with the impounding of vehicles (lot31); and
  - Horse float and small cattle truck associated with the impounding of larger animals (lot31).
- The larger vehicles will attend the premises infrequently on an 'as needed' basis.

## 6. INFRASTRUCTURE CONNECTIONS

- The premises will be fully connected to reticulated urban infrastructure including potable water, stormwater, sewer, electricity, and telecommunication services.

## 7. ANIMAL WELFARE

- The premises will operate in accordance with the applicable animal welfare standards including the NSW Department of Primary Industries - NSW Animal Welfare Code of Practice No 5 - Dogs and cats in animal boarding establishments and the Impounding Act 1993.
- The premises will implement the recommendations provided by Dr Kate Mornement, Applied Animal Behaviouralist letter which can be found as an appendix. Including: -
  - a) Increased human interaction sessions were identified as appropriate.
  - b) Counterconditioning.
  - c) Environmental enrichment. (Olfactory Enrichment / Feeding Enrichment / Training Enrichment).
  - d) Physical barriers, low noise areas and sound absorbing material.
  - e) Potential Overnight foster program.
  - f) Nutraceuticals and other calming aids.
- The premises will implement the recommendations within the Acoustic Works report which can be found as an appendix. Note that the Kennel Construction Requirements, Internal Construction Requirements as outlined in the Acoustic Works report will be implemented in the design and construction of the facility. The additional future upgrades will be implemented as deemed necessary by management.

Management controls to be implemented include: -

- a) The dog and cat exercise yards are to only be used in the daytime (7am-6pm Monday-Saturday and 8am-6pm Sunday).
- b) Allocate a number of kennels which are additionally upgraded to provide a higher degree of acoustic attenuation than standard kennels, for animals identified as having a heightened awareness to noise. It is likely that these kennels would also need to be mechanically ventilated.

c) Attempt to separate or otherwise calm dogs during drop-off and collection times, when they are likely to be most agitated.

d) Provide alternative means to distract dogs from barking, and when possible, avoid contact between dogs and people, or between particularly rowdy dogs, etc. where there may be excessive unnecessary barking.

- Further controls to be implemented by the Rangers include: -
  - a) In accordance with the latest revision of the Draft Operational Management Plan, nearby residents are to be provided with the after-hours contact number for reporting noise concerns.
  - b) In accordance with the latest revision of the Draft Operational Management Plan, a complaint log is to be kept by Pound Administration staff and is to be made available to TSC Regulatory planners upon request.
  - c) *Rangers may consider, sound monitoring detector apps, available on most mobile phones that are a cost effective and practical way to monitor sound levels on a regular basis (Garvey et al., 2017).*

## **8. WASTE MANAGEMENT**

- Operational Waste is expected to be generated and managed in the manner documented in the Waste Management Plan provided as an appendix.
- A combined loading and waste storage area is provided at the western end of Building A. A commercial waste contract will be negotiated with respect to the range of waste generated at the site (recycling, general waste, and medical / clinical waste).
- Waste generation will be monitored over time and collection frequency adjusted as required.

## **9. NEIGHBOUR RELATIONS**

- The facility will be located at the edge of the urban footprint of South Murwillumbah. There are several rural residential properties in relatively proximity to the site.
- Nearby residents will be provided with a TSC Ranger contact number (out of hours contact number) to report noise or other disturbance at the premises if this should occur. Standard out of hours service levels.
- A log of neighbour complaints is to be kept by TSC Rangers/Pound Administration. This log is to include details such as:
  - name, address and contact details of complainant.
  - nature of complaint; and
  - Response to resolving complaint.
- The record of neighbour complaints is to be made available to the TSC Regulatory Planners on request.

## 10. EMERGENCY MANAGEMENT PLAN

- In the unlikely event of a life-threatening emergency, the TSC Rangers will be responsible for the implementation of the Emergency Management Plan for the facility.
- Team Leader – Rangers First Aid Warden
- Emergency Warden – TBC x 2

## 11. Lessee and Ranger Staff Shared Facility Functions

- This section to be addressed as part of Tenant lease and license including later revision of the OMP prior to occupation.

## 12. Lot 23 - Roles and Responsibilities

- **Tweed Shire Council**
  - Provide relevant Council staff and FoP staff and volunteers with appropriate access to the building/gates etc. via electronic access cards.
  - Provide suitable access and signage on-site to define:
    - Drop off points for any animal to be surrendered to the Pound
    - Transfer point for foster animals (FoP)
    - Appropriate customer service for FoP operations and TSC Pound operations.
    - Parking: Designate appropriate parking for Council staff and FoP Staff/volunteers – Location TBC
  - Provide cleaning staff for the Pound facility. Cleaning of FOP areas TBC whether done by paid or volunteer staff depending on MoU.
  - Asset management and maintenance of the facility including capital improvement works.
  - Responsible for payment of all outgoings/utilities of the facility including electricity, rates, water consumption etc.
  - Cleaning of the facility including Office spaces; bathrooms and amenities; shared indoor areas; outside landscaping, TSC Pound operational areas.
  - Facility insurances
- **Friends of the Pound**
  - Recruitment and Induction of Volunteer to support operational requirements
  - Welfare and management of animals transferred into the care of the organisation
  - Companion animal register maintenance and duties: Updating relevant registration/ownership details of animals being sold or fostered to members of the public
  - Staffing and maintenance of customer service/front counter
  - Day to day cleaning and general upkeep of the Friends of the Pound operational areas of the

- facility including animal pens/enclosures; meet and greet area; exercise yard; office space
  - \*Purchase of consumables related to the day-to-day functions of FoP operations
  - \*Office and Operational area fit out including furniture, IT equipment and systems. Consider what support is expected from FoP of Council in this area? I.e., IT/Systems support/integration etc.
  - Functions of the FoP organisation including governance/appropriate committee members; Public Liability and Indemnity insurance
- \*Include Table of roles and responsibilities listed to have clear delineation of roles/responsibilities

### 13. Lot 31 – Roles and Responsibilities

- **Key Functions:**
  - Impound Yard: Anything that is impounded by Council. In Accordance with Public Spaces and Unattended Property Act 2021.
  - Animal Agistment – TBC. In Accordance with (TBC) Legislation.
  - Exercise Yard(s) for both TSC and FoP Operations
- **Access**
  - The external exercise yards on the southern portion of Lot 31 adjacent to the outdoor shelter are to be for the sole use of Friends of the Pound.
  - The livestock impound yards on the northern portion of Lot 31 are to be for the sole use of Council staff, with no access by FOP staff.
  - Access to the Council exercise yard will be by authorised persons only who have completed a specific induction. Entry is to be subject to strict pathogen control procedures (hand washing, footwear cleaning, twice daily treatment of hard surfaces).
- **Keeping of non-companion animals ('animal agistment').**
  - The impounding of non-companion animals is as prescribed by the Public Spaces and Unattended Property Act 2021 and associated Regulations.
  - Welfare practices are to be conducted in accordance with the Prevention of Cruelty to Animals Act 1979 and the Prevention of Cruelty to Animals Regulation.
  - The management of biosecurity risks is to be in accordance with applicable advice from Department of Primary Industries inspectors; and with reference to applicable Department of Primary Industries guidance publications such as the 'Biosecurity, Emergency Animal Diseases and preparing livestock for transport' guidance document.

Other items to be address as part of the OMP prior to Occupational Certificate Issuance.

- Public Toilets process and procedure.

- Maintenance Issues / Requests – Log/Register

APPENDIX 1 - Applied Animal Behaviorist Letter Report.

APPENDIX 2 - Waste Management Plan.

APPENDIX 3 - Acoustic Works.

Draft - To Accompany Development Application