

Management report to Council

Agenda item 6.5

Fixing fees and refund policy for the registration or renewal of registration of dogs and cats

30 July 2019

Presenter: Linda Weatherson, Director City Operations**Purpose and background**

1. Section 15(1) of the *Domestic Animals Act 1994* (Act) provides that a Council must, by resolution, fix fees to be paid for registration or renewal of registration of dogs and cats. Section 15(3) of the Act provides that the resolution under section 15(1) may also make provision for other matters including the circumstances in which a fee or part of a fee may be refunded.
2. The purpose of this report is to seek a resolution relating to the fixed fees to be paid for registration or renewal of registration for dogs and cats including the circumstances in which a fee or part of a fee may be refunded.

Key issues

3. Council has adopted fees for the payment of registration for dogs and cats as part of the Annual Plan and Budget 2019-20 (Attachment 2).
4. Management has formed the view it is appropriate that Council have a policy relating to the way refunds for pet registrations are managed and handled, and that Council make a resolution on this policy. (Attachment 3)
5. Once a resolution has been made, standard operating procedures will be prepared to detail the process for managing refund requests.

Recommendation from management

6. That Council:

6.1. Pursuant to sections 15(1) and 15(3) of the *Domestic Animals Act 1994*, resolves to:

6.1.1. fix the fees to be paid for registration or renewal of registration for dogs and cats at:

	10 April – 10 August	11 August – 10 December	11 December – 10 February
Dog full fee	\$180	\$135	\$90
Dog reduced fee	\$60	\$45	\$30
Cat full fee	\$108	\$81	\$54
Cat reduced fee	\$36	\$27	\$18
Foster dog	\$8	\$8	\$8
Foster cat	\$8	\$8	\$8

- A 50% discount applies for eligible concession card holders
- Reduced fee includes desexed pets, pets over 10 years of age and pets registered with approved organisations
- Guide dogs and dogs owned by the Government are exempt from paying a fee

6.1.2. adopt a policy relating to the way refunds for pet registrations are managed and handled (Policy) in accordance with Attachment 3

6.2. Authorises the Director City Operations to make any further minor editorial changes to the Policy prior to its release.

Attachments:

1. Supporting Attachment (Page 2 of 6)
2. Fees for Registration of Pets as per Annual Plan and Budget 2019/20 (Page 3 of 6)
3. On-street Compliance Services Refund Policy (Page 6 of 6)

Supporting Attachment

Legal

1. Section 15(1) of the Act provides:

A Council must, by resolution, fix fees to be paid for registration or renewal of registration under this Part.

2. Section 15(3) of the Act provides:

A resolution under subsection (1) ... may make provision for other matters including the circumstances in which a fee or part of a fee may be refunded.

Finance

3. As these refunds have already been occurring, formalising the refund policy will have no financial impact.

Conflict of interest

4. No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a direct or indirect interest in relation to the matter of the report.

Health and Safety

5. No Occupational Health and Safety issues or opportunities have been identified.

Stakeholder consultation

6. There has been no external stakeholder consultation.

Relation to Council policy

7. The policy is in line with Council's financial delegations and financial procedures.

Environmental sustainability

8. There is no environmental impact.

ANNUAL PLAN AND BUDGET

2019-2020

Branch Description	Name of Product or Service New Year (2019/20)	Unit of Measure Description	Current Price per unit (inc GST)* as at 30 June 2019	Revised Price per unit (inc GST) * from 1 July 2019
On-street Compliance	Inspection of Dog and Cat Register	Per Inspection	25.00	0.00
On-street Compliance	Late fee for registration renewal after 11 April annually	Per Registration	15.00	15.00
On-street Compliance	Per day rate for animals post eight day statutory period	Per Day	35.00	0.00
On-street Compliance	Registration and renewal - Domestic Animal Business	Per Registration	450.00	450.00
On-street Compliance	Transfer of Registration - Domestic Animal Business	Per Application	120.00	120.00
On-street Compliance	Cat trap hire seven days (Pensioner, Health Care Card Holders, Government Organisations)	Per Week	0.00	0.00
On-street Compliance	Free registration application - cat or dog adopted from registered animal shelter	Per Registration	0.00	0.00
On-street Compliance	Allow dog to rush or chase a person	Per Infringement	163.00	163.00
On-street Compliance	Dog at large/not securely confined Day time	Per Infringement	245.00	245.00
On-street Compliance	Dog at large/not securely confined Night time	Per Infringement	327.00	327.00
On-street Compliance	Dog/Cat found in a prohibited public place	Per Infringement	163.00	163.00
On-street Compliance	Fail to apply to register a dog or cat	Per Infringement	327.00	327.00
On-street Compliance	Fail to comply with the Code of Practice	Per Infringement	327.00	327.00
On-street Compliance	Fail to renew the registration of a dog or cat	Per Infringement	327.00	327.00
On-street Compliance	Non-Serious injury caused by dog attack	Per Infringement	408.00	408.00
On-street Compliance	Nuisance dog/Cat	Per Infringement	82.00	82.00
On-street Compliance	Unregistered dog wearing registration tag	Per Infringement	82.00	82.00
On-street Compliance	Cat registration - full fee	Per Registration	108.00	108.00
On-street Compliance	Cat registration - full fee concession	Per Registration	54.00	54.00
On-street Compliance	Cat registration - reduced fee	Per Registration	36.00	36.00

ANNUAL PLAN AND BUDGET

2019-2020

Branch Description	Name of Product or Service New Year (2019/20)	Unit of Measure Description	Current Price per unit (inc GST)* as at 30 June 2019	Revised Price per unit (inc GST)* from 1 July 2019
On-street Compliance	Cat registration - reduced fee concession	Per Registration	18.00	18.00
On-street Compliance	Dog registration - full fee concession	Per Registration	90.00	90.00
On-street Compliance	Dog registration - maximum fee	Per Registration	180.00	180.00
On-street Compliance	Dog registration - reduced fee	Per Registration	60.00	60.00
On-street Compliance	Dog registration - reduced fee concession	Per Registration	30.00	30.00
On-street Compliance	Cat registration - full fee (11 August - 10 December)	Per Registration	81.00	81.00
On-street Compliance	Cat registration - full fee concession (11 August - 10 December)	Per Registration	40.50	40.50
On-street Compliance	Cat registration - reduced fee (11 August - 10 December)	Per Registration	27.00	27.00
On-street Compliance	Cat registration - reduced fee concession (11 August - 10 December)	Per Registration	13.50	13.50
On-street Compliance	Dog registration - full fee concession (11 August - 10 December)	Per Registration	67.50	67.50
On-street Compliance	Dog registration - full fee (11 August - 10 December)	Per Registration	135.00	135.00
On-street Compliance	Dog registration - reduced fee (11 August - 10 December)	Per Registration	45.00	45.00
On-street Compliance	Dog registration - reduced fee concession (11 August - 10 December)	Per Registration	22.50	22.50
On-street Compliance	Cat registration - full fee (11 December - 10 February)	Per Registration	54.00	54.00
On-street Compliance	Cat registration - full fee concession (11 December - 10 February)	Per Registration	27.00	27.00
On-street Compliance	Cat registration - reduced fee (11 December - 10 February)	Per Registration	18.00	18.00
On-street Compliance	Cat registration - reduced fee concession (11 December - 10 February)	Per Registration	9.00	9.00
On-street Compliance	Dog registration - full fee concession (11 December - 10 February)	Per Registration	45.00	45.00
On-street Compliance	Dog registration - full fee (11 December - 10 February)	Per Registration	90.00	90.00
On-street Compliance	Dog registration - reduced fee (11 December - 10 February)	Per Registration	30.00	30.00

ANNUAL PLAN AND BUDGET

2019–2020

Branch Description	Name of Product or Service New Year (2019/20)	Unit of Measure Description	Current Price per unit (inc GST)* as at 30 June 2019	Revised Price per unit (inc GST) * from 1 July 2019
On-street Compliance	Dog registration - reduced fee concession (11 December - 10 February)	Per Registration	15.00	15.00
On-street Compliance	Foster carer registration	Per Annum	0.00	50.00
On-street Compliance	Foster care registration – dog	Per Unit	0.00	8.00
On-street Compliance	Foster care registration – cat	Per Unit	0.00	8.00
Engineering Services	Garbage Compactor fee (high)	Per Quarter	1,845.00	1,845.00
Engineering Services	Garbage Compactor fee (low)	Per Quarter	230.00	230.00
Engineering Services	Garbage Compactor fee (medium)	Per Quarter	920.00	920.00
Engineering Services	Residential Green Waste Collection Service	Per Annum	66.00	0.00
Engineering Services	Residential Waste Bin Upsize Charge: 240 litre waste bin (special circumstances)	Per Year	56.00	56.00
Engineering Services	Replacement Compactor Access Card	Each	0.00	55.00
Engineering Services	Street Activity: Busking application fee 3 months (initial)	Per Quarter	25.00	25.00
Engineering Services	Street Activity: Busking re-application fee	Per Application	20.00	20.00
Engineering Services	Street Activity: Busking selling fee	Per Application	100.00	100.00
Engineering Services	Market Permit: Markets that consist of more than 10 street trading stalls and less than 15	Per Annum	1,537.50	1,576.00
Engineering Services	Market Permit: Markets that consist of more than 15 street trading stalls, for each additional market stall over 15 sites	Each Additional Site	76.50	78.50
Engineering Services	Street Activity: Flower Kiosk: os Melbourne Town Hall, Swanston St, Melbourne	Per Month	1,588.00	1,640.94
Engineering Services	Street Activity: Busking application fee 12 months (initial)	Per Annum	30.00	30.00
Engineering Services	Market Permit: Markets that consist of up to 10 street trading stalls	Per Annum	1,025.00	1,050.50
Engineering Services	Market Permit: Stall for individual uses	Per Annum	205.00	205.00

Excerpt from On-street Compliance Services refund policy

Pet Registration Fee Refunds

- A refund of pet registration fees may be issued in the following circumstances.
 - A registered pet dies before or within a month following the renewal of its registration (10 May each year).
 - A customer moves outside of the municipality and the corresponding Council does not accept a transfer of that registration within a month of the renewal of the registration.
 - A customer overpays by paying the full pet registration fee, where they were entitled to pay a reduced fee due to following reasons: (among others (set out by legislation) which generally do not apply to CoM)
 - The pet over 10 years of age
 - The pet is desexed
 - Pet owner holds a concession card
- (a) If the customer made an over payment, customer is entitled for a refund for the difference only if the overpayment was for the current or previous registration year.