

LAW0403 DOG REGISTRATION REFUND POLICY

Policy Title: Dog Registration Refund Policy
Policy Number: LAW0403
Prepared By: Emily Leek, Administration Officer- Ranger Services
Authorisation:

Purpose:

This policy (“Policy”) establishes the requirements of the Town of Claremont (“the Town”) to refund monies to ratepayers regarding dog registrations prior to renewal.

Policy Statement:

Dog registration fees are installed by Councils in compliance with the *Dog Act 1974*, to allow a means of easy identification of dogs to their owners and in order to recover a portion of the costs associated with dog licensing, the Town’s local laws regarding dogs and the Dog Act.

1. Registration Licence Fees

Currently, dog registration fees are as follows as stipulated by the Department for Local Government and Regional Development:

	1 Year	3 Years
Sterilised Dog	\$5.00 to \$10.00	\$12.00 to \$18.00
Unsterilised Dog	\$20.00 to \$30.00	\$50.00 to \$75.00

The fee paid by a ratepayer as per the above table will be dependant upon whether the:

- registered owner of the dog is a pensioner or not; and / or
- registered dog in question has been sterilised or not.

2. Refunds on Sterilisation

If a ratepayer has paid the registration of a dog to which they are known by the Town to be the registered owner, and the dog is subsequently sterilised within that (the current) registration period, the owner is entitled to apply to the Town for a refund. This refund will only be of the difference between the cost of a sterilised dog and that of an unsterilised dog. The difference refunded will be applicable to the whole period of the current registration.

This refund is also applicable to a concessional three year period.

3. Refunds for Pensioners

The definition of a ‘pensioner’ for the purpose of this policy is consistent with State and Federal legislation.

Where a ratepayer has paid the registration of a dog to which they are known by the Town to be the registered owner, and the owner subsequently becomes a pensioner, the pensioner is entitled to a 50% refund for each whole year of the registration.

4. Additional Situations

Refund applications will not be considered, unless expressly approved by the Chief Executive Officer of the Town, upon proof of exceptional circumstances for the following situations:

- the dog has deceased within the period of the registration;
- the owner of the dog and / or the dog itself have relocated to another Municipality;
- the ownership of the dog alters; and / or
- the dog is misplaced or stolen

5. Requirements For Refunds to Be Considered

All requests for refunds must be made in writing to the Town and must be accompanied by:

- In the case of pensioner refunds, a copy of a current pension card as issued by the relevant Australian Government Agencies;
- A copy of the sterilisation documents signed by a registered Veterinarian; and / or
- If sterilisation documents can not be produced, a copy of the invoice relating to the dog's sterilisation or a letter, on letter head, from a Veterinarian Clinic substantiating the procedure has occurred in relation to the given dog.

All claims made for refunds from expired registration periods will not be granted. A ratepayer can not alter the ownership details of their dog with the sole purpose of taking advantage of an eligibility of another party to obtain a refund on their behalf.

If the Town is not satisfied by the documents or the circumstances of the request relating to the refund, the Town reserves the right to reject the application.

Policy Responsibility:

Directorate: Regulatory Services

Person: Ranger Services, Customer Service Officer and / or Dog Registration Officer

Delegated Authority:

Executive Manager of Regulatory Services & Executive Manager for Corporate and community Services

Policy Date Review: