

# POLICY



**Date adopted:** 30/05/2017  
**File no:** 294753-1  
**Minute number:** 148/2017

**Policy title:** REFUND OR WAIVER OF ANIMAL MANAGEMENT FEES  
**Directorate:** COMMUNITY SERVICES  
**Branch:** CITY STANDARDS & ANIMAL CARE  
**Policy objective:** To determine the basis to refund or waive (in part or full) animal management fees and charges.

**Policy scope:**

This policy applies to requests to refund or waive (in part or full) animal impoundment (release and sustenance) fees, animal keeping approval application fees and animal registration fees.

**Definitions:**

Not applicable.

**Policy statement:**

1. To refund or waive the requirement for payment of the prescribed fee in part or full for:
  - (a) animal keeping approval application fees; or
  - (b) animal impoundment (release and sustenance) fees; or
  - (c) animal registration fees (inclusive of both standard and pensioner registration fees).
2. The Director of Community Services, the City Standards & Animal Care Manager, the Animal Care Program Leader or Team Leader and the Animal Services Supervisor is authorised to facilitate a refund or waive the requirement for payment of the prescribed fee in part or full in the below circumstances.
3. In the case of the refunding or waiving of animal management fees a written submission must be received from the applicant demonstrating the following extenuating and unforeseen circumstances:
  - (a) in the case of an approval:
    - (i) extreme financial hardship of the applicant as determined by the delegated officer
    - (ii) medical evidence demonstrating the applicant is reliant on the animal in terms of providing health or emotional well-being
    - (iii) evidence as determined by the delegated officer that the applicant's quality of life is reliant on the animal: or evidence that the animal is an assistance dog.
  - (b) in the case of an animal impoundment (sustenance and release fees):
    - (i) the owner/keeper of the animal acted pursuant to section 47 (Defence) of Local Law No.4 (Animal Management) 2002; or
    - (ii) the animal has not acted contrary to Local Law No.4 (Animal Management) 2002; or

- (iii) the animal has not acted contrary to Animal Management (Cats and Dogs) Act 2008; or
  - (iv) the impounding was conducted unlawfully; or
  - (v) the impounded animal escaped due to keeper of the animal being medically incapacitated as evidenced by a medical certificate; or
  - (vi) the animal escaped due to a natural disaster or event; or
  - (vii) the animal escaped due to extenuating and unforeseen circumstances beyond the owner/keeps control; or
  - (viii) the animal escaped due to the premises being the subject of a criminal activity; and
    - the criminal activity was reported to the Queensland Police Service and a report number was issued; and
    - the Queensland Police Service confirm the report number of the alleged criminal activity to Logan City Council.
  - (ix) refund the impoundment fees, upon receipt of a written application to Council requesting the refunding of the impoundment fees due to a circumstance identified in parts (a) to (g) of this policy; or
  - (x) waive sustenance fees (in part or full) incurred with the impoundment; or
  - (xi) waive sustenance fees (in part or full) where such fees prejudice the likelihood of re-homing the cat or dog or livestock in cases of extreme financial hardship or as identified in parts (a) to (g) above; or
  - (xii) release an impounded animal, upon payment of the reduced, refunded or waived impoundment fees; or
  - (xiii) release an impounded animal without charge of the impoundment and/or sustenance fees.
- (c) In the case of animal registration fees (inclusive of both standard and pensioner registration):
- (i) approve a refund where an animal is deceased or has ceased to reside in the local government area (inclusive of both standard and pensioner registration fees)
  - (ii) approve a free reciprocal registration for a cat or dog until 30 June where the owner of the animal has provided evidence the animal has a current registration with a local authority in Australia or overseas.

**Related policies/legislation/other documents:**

DOC ID	DOCUMENT TYPE	DOCUMENT NAME
	Local Law	Local Law No. 4 and Subordinate Local Law 4.1 (Animal Management) 2002
		Logan City Council annual approved Schedule of Fees and Charges