



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 2019-103

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	27 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a

I would like to request the following information under the Freedom of Information Act 2016

Records pertaining to all job requests logged on the Domestic Animal Services Database on Thursday 26th September 2019 and Friday 27th September 2019 including

Date and time job was logged

Location of job that was logged

Type of job

Date and time job was actioned

Date and time job was completed

Regards

A solid black rectangular redaction box covering the signature area.

19-103
RECEIVED
 DATE 2/10 BY TCCS

Due 1 NOV



ACT
 Government
 Transport Canberra
 and City Services

**Freedom of Information –
 Access Application Form**

PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, Transport Canberra and City Services may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The Transport Canberra and City Services Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the Transport Canberra and City Services, as well as the process for lodging a complaint about an alleged breach of the *Information Privacy Act 2014*. The Privacy Policy can be found on the Transport Canberra and City Services website at www.tccs.act.gov.au.

Applicant details	
I wish to make an access application to Transport Canberra and City Services under the <i>Freedom of Information Act 2016</i> .	
Name	
Address (where notices relating to this request can be sent – either postal or electronic)	
Telephone Contact (Business Hours)	
Telephone Contact (Mobile)	
Email Contact	

What documents are you requesting under the Act?
<ul style="list-style-type: none"> • To help Transport Canberra and City Services process your request, please include enough detail in your application so that we can fully understand what government information you want. • You may wish to include a statement about how the release of information is in the public interest. • If your application is for access to your own personal information you must include evidence of your identity. If you are an agent acting for an applicant, please supply evidence of your authorisation and evidence of the identity of the agent. • If for reasons in section 30 of the Act is not compliant and your application cannot be processed, Transport Canberra and City Services will take reasonable steps to assist you and give you reasonable time to amend your application if you wish.

Fee Waiver

If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:

- The information being requested was previously publicly available but no longer is.
- The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
- The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the Social Security Act 1991; a current pensioner concession card issued in relation to a pension under the Veterans' Entitlements Act 1986 or the Military Rehabilitation and Compensation Act 2004; a current gold card; or a card prescribed by regulation).
- The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.
- The applicant is a member of the Legislative Assembly.

Transport Canberra and City Services must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.

Fee waiver application (fill in if applicable. Otherwise leave blank)

I would like to apply for a fee waiver because (state reason/s from the list above).

[provide details and evidence of how this reason applies]

I would like
please see attached

a copy of these documents sent to the above
address ✓

OR

to inspect these document

APPLICANTS SIGNATURE

DATE OF REQUEST


3.10.2019



ACT
Government

Transport Canberra and
City Services



Dear Ms 

Freedom of Information Request - Reference 19-103

I refer to your application made under the *Freedom of Information Act 2016* (the Act), which was received by Transport Canberra and City Services Directorate (TCCS) 3 October 2019, in which you sought:

- Records pertaining to all job requests on the Domestic Animal Services database on Thursday 26 September 2019 and Friday 27 September 2019, including:
 - date and time job was logged
 - location of job that was logged
 - type of job
 - date and time job was actioned
 - date and time job was completed

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

TCCS was required to provide a decision on your access application on 1 November 2019. I thank you for your patience while your request was processed and for granting an extension to 7 November 2019.

Decision on access

Domestic Animal Services has identified from its database all jobs that were opened and closed on 26 and 27 September 2019. I have included a schedule of the documents at [Attachment A](#).

I have decided to:

- grant part access to these documents.

I have refused access under section 35(1)(c) of the FOI Act to some of the information that you have requested. This is because it is contrary to the public interest to release. My access decision is detailed further in the following statement of reasons. I have also removed information out of scope to your request. This information includes details about the owners of the dogs such as their living arrangements.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

Factors favouring disclosure in the public interest (Schedule 2)

Schedule 2 Section 2.1 (a) (viii) reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 2)

- Schedule 2, Section 2.2 (a)(ii) – prejudice the protection of an individual’s right to privacy or any other right under the *Human Rights Act 2004*; and
- Schedule 2, Section 2.2(a)(xii) – prejudice an agency’s ability to obtain confidential information.

The data identified includes the type of information you have requested, that is, date, time, location and type of job. The information identified also includes names and contact details of customers and their witness statements.

I have considered the public interest in release of information about animal welfare and nuisance complaints and consider that information relating to the outcome of the investigations undertaken by this directorate are generally in the public interest. Public interest is covered by factors related to the transparency of government decision making as covered by 2.1(a)(viii) or other justice or public health and safety factors.

For an investigation to work effectively, cooperation between the directorate and those parties to the incident is required. The release of such information could reasonably be expected to reduce the frankness and candour of a person being questioned or interviewed in relation to an incident. There are expectations that such information is treated in a confidential manner. For this reason, I have attributed significant weight to the possible prejudice that could occur to the Directorate’s ability to obtain confidential information in future or to prejudice the flow of information to Domestic Animal Services as a regulatory agency.

I have also given significant weight to the public interest in protecting the investigation methods and activities so as not to impede the administration of justice generally. For these reasons, I have decided not to release any statements that have been provided as part of this investigation.

In reviewing your application, I have decided that the factors favouring the non-disclosure of personal and private information, information subject to deliberative process, and disclosures and witness statements outweigh factors favouring its release.

Charges

I have waived the fees (\$2.80) as the number of pages being released minimally exceeds the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details will not be published.

You may view TCCS’ disclosure log at www.tccs.act.gov.au/about-us/freedom_of_information.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS’ disclosure log or a longer period allowed by the Ombudsman.

73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

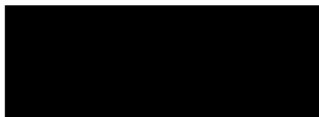
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely



~~Cheyle Hughes~~
Information Officer

7 November 2019

FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: [insert open access link]

File No	WHAT ARE THE PARAMETERS OF THE REQUEST
19-103	DAS jobs logged and closed on 26 and 27 September

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 – 15	Various DAS jobs closed	Various	Partial access	Schedule 2, Section 2.2(ii)- prejudice the protection of an individual's right to privacy	To be published
2	1-43	DAS Jobs opened	Various	Partial access	Schedule 2, Section 2.2(ii)- - prejudice the protection of an individual's right to privacy; and Schedule 2, Section 2.2 (a)(xii) – prejudice an agency's ability to obtain confidential information	To be published



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- [Print This Page](#)

Case: 00008446

Parent Case

Subject Roaming [REDACTED] O'CONNOR
Type Roaming/Stray Dog
Work Type Roaming/Stray Dog
Description Roaming
Original Incident Description both going on a walk down tate street, dog does not have collar and they seem domesticated
Case Owner [REDACTED] **Case Record Type** DAS
Case Number 00008446 [\[View Hierarchy\]](#) **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials [REDACTED] **Caller Type**
Caller First Name [REDACTED] **Caller Street** [REDACTED]
Caller Last Name [REDACTED] **Caller Suburb** O'CONNOR
Caller Account [REDACTED] **Caller State/Province** ACT
Caller Email [REDACTED] **Caller Zip/Postal Code** 2602
Caller Primary Phone [REDACTED] **Caller Country** Australia
Caller Other Phone
Message left on mobile

Incident Details

Date of Incident 26/09/2019 **Time of Incident**
Animal Type Dog **Number of witnesses**
Number of animals [REDACTED] **Incident Street No and Street Name** [REDACTED]
Dog has identification tag? **Incident Street Location**
Tag Details **Incident City** O'CONNOR
Incident Location **Incident State/Province** ACT
Incident Zip/Postal Code
Incident Country Australia
Address Validation Status

Owner Details

Account Name **Owner Street**
Owner First Name **Owner City**

Owner Last Name

Owner State/Province

Owner Primary
PhoneOwner Zip/Postal
Code

Owner Country Australia

Additional Information

Status	Case Closed	Outcome
Case Origin	Access Canberra	
Priority	2	
Date/Time Opened	26/09/2019 7:39 AM	Date/Time Closed 26/09/2019 2:07 PM

System Information

Created By	Dylan Somerville, 26/09/2019 7:39 AM	Last Modified By	Sharon Roulston, 26/09/2019 2:07 PM
		PINFORCE ID	

Work Orders**00005449**

Status Completed

Ranger Note: Ranger dw and AF attended. No dogs sighted. Spoke to resident at [REDACTED] but she hasn't seen a dog out. Patrolled. No dog found

Case Comments**26/09/2019 4:38 PM**

User Daniel Wilkins

Comment. See work order note

Case History**26/09/2019 2:07 PM**

User Sharon Roulston

Action: Changed Status from Service Appointment Completed to Case Closed.

26/09/2019 12:57 PM

User Anthony Fordham

Action: Changed Status from In Progress to Service Appointment Completed.

26/09/2019 12:54 PM

User: Anthony Fordham

Action: Changed Status from Ranger on the way to In Progress.

26/09/2019 12:34 PM

User Anthony Fordham

Action: Changed Status from Job Accepted to Ranger on the way.

26/09/2019 12:34 PM

User Anthony Fordham

Action: Changed Status from Ranger Assigned to Job Accepted.

26/09/2019 8:21 AM

User Meaghan O'Connor

Action: Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 7:39 AM

10/18/2019

Case: 00008446 ~ Salesforce - Unlimited Edition

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User **Dylan Somerville**

Action **Changed Type to Roaming/Stray Dog, Created.**

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Case: 00008448

Parent Case

Subject Attack ██████████ OAKS ESTATE ██████████
Type Dog Attack
Work Type Dog Attack
Description Attack
Original Incident Description two dogs attacked ██████████ dog while walking out the front of ██████████ the dogs in question weren't on leads (which is a common occurrence)
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008448 [[View Hierarchy](#)] **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials MCF **Caller Type**
Caller First Name ██████████ **Caller Street** ██████████
Caller Last Name ██████████ **Caller Suburb** OAKS ESTATE
Caller Account ██████████ **Caller State/Province** ACT
Caller Email ██████████ **Caller Zip/Postal Code** 2620
Caller Primary Phone ██████████ **Caller Country** Australia
Caller Other Phone ██████████
Message left on mobile

Incident Details

Date of Incident 26/09/2019 **Time of Incident**
Animal Type Dog **Number of witnesses**
Number of animals **Incident Street No and Street Name** ██████████
Dog has Identification tag? **Incident Street Location**
Tag Details **Incident City** OAKS ESTATE
Incident Location **Incident State/Province** ACT
Incident Zip/Postal Code
Incident Country Australia
Address Validation Status

Owner Details

Account Name **Owner Street**

Owner First Name	Owner City
Owner Last Name	Owner State/Province
Owner Primary Phone	Owner Zip/Postal Code
	Owner Country Australia

Additional Information

Status	Case Closed	Outcome
Case Origin	Access Canberra	
Priority	1	
Date/Time Opened	28/09/2019 9:59 AM	Date/Time Closed 30/09/2019 3:43 PM

System Information

Created By	Dylan Somerville, 28/09/2019 9:59 AM	Last Modified By	Sharon Roulston, 30/09/2019 3:43 PM
			PINFORCE ID

Work Orders

00005451

Status Completed
Ranger Note

Files

River Street Infringement	Adrian Riley 0018
Last Modified 30/09/2019 5:16 PM	Last Modified 27/09/2019 11:07 AM
Created By Sharon Roulston	Created By Jasmine Parker
Rachael Nichols 0015	Kevin Quilty 0016 0017
Last Modified 27/09/2019 10:52 AM	Last Modified 27/09/2019 10:52 AM
Created By Jasmine Parker	Created By Jasmine Parker

Case Comments

27/09/2019 11:06 AM	27/09/2019 10:47 AM
User: Jasmine Parker	User: Jasmine Parker
Comment: Notice to comply sent to complainant for his dog Marlow for non de sexed or registered 27/9/19	Comment: Notices to comply sent for all 3 dogs Roxy, CJ, Lacey 27/9/19
27/09/2019 10:23 AM	26/09/2019 11:26 AM
User: Jasmine Parker	User: Jasmine Parker
Comment: 10:19 phone call with West Queanbeyan Vet - Vet confirmed both dogs [redacted] and [redacted] were de sexed.	Comment: TB Advised [redacted] infringements may apply. [redacted] said [redacted] didn't even touch the dog or the man.
26/09/2019 11:20 AM	26/09/2019 11:18 AM
User: Jasmine Parker	User: Jasmine Parker
Comment: Marlow chip [redacted]	Comment: [redacted]
26/09/2019 10:47 AM	
User: Jasmine Parker	
Comment: 10:38 6/19 [redacted] had just walked his dog [redacted] Pug X Staffy female tan being de sexed next Tuesday at west Queanbeyan, only had 4 weeks. Is 9 months old. [redacted] was out the front of the unit, just crossed road. The resident [redacted] from the unit above was out the front with e dogs, 2 his one his sons.	[redacted] so owned by [redacted] Brown female de sexed 8 years JRT Staffy No chip or rego [redacted] owns [redacted] tan white JRT X female de sexed 7.5 no chip or rego [redacted] owns CJ black JRT X Staffy male entire 7.5 np chip or rego

The [redacted] dog did the attacking. [redacted] said the man deliberately let the lead go and it ran at [redacted] "flung her up by the harness" this happened twice, then the dog tried to bite her. [redacted] held her then came inside and rang DAS straight away. Adrian described the dog as "brown. I don't really know much" slightly bigger than [redacted]. No injury to [redacted].

At approx 10am [redacted] took the dogs out for the toilet he had [redacted] on a lead but the other 2 loose. [redacted] saw the man from [redacted] walking his dog so put the other 2 on the lead but [redacted] broke free and ran at him. [redacted] yelled at the man "kick her if you have to" [redacted] stood up on her back legs" the [redacted] was there and grabbed her.

Advised of 28 day letter [redacted] will take [redacted] to get to get chip and rego online.

Case History

30/09/2019 3:43 PM

User: Sharon Roulston

Action: Changed Status from Service Appointment Completed to Case Closed.

27/09/2019 11:08 AM

User: Jasmine Parker

Action: Changed Status from In Progress to Service Appointment Completed.

27/09/2019 8:40 AM

User: Jasmine Parker

Action: Changed Subject from Attack [redacted] OAKS ESTATE to Attack [redacted] OAKS ESTATE JPARKER

26/09/2019 10:35 AM

User: Jasmine Parker

Action: Changed Status from Ranger on the way to In Progress.

26/09/2019 10:35 AM

User: Jasmine Parker

Action: Changed Status from Job Accepted to Ranger on the way.

26/09/2019 10:34 AM

User: Jasmine Parker

Action: Changed Status from Ranger Assigned to Job Accepted.

26/09/2019 10:07 AM

User: Ebony Smith

Action: Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 10:05 AM

User: Proquest Consulting

Action: Changed Status from Ranger Assigned to Awaiting Assignment.

26/09/2019 10:00 AM

User: Proquest Consulting

Action: Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 10:00 AM

User: Proquest Consulting

Action: Changed Status from Ranger Assigned to Awaiting Assignment.

26/09/2019 9:59 AM

User: Dylan Somerville

Action: Changed Status from Awaiting Assignment to Ranger Assigned.

10/18/2019

Case: 00008448 ~ Salesforce - Unlimited Edition

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26/09/2019 9:59 AM

User Dylan Somerville

Action Changed Priority from 2 to 1. Changed Type to Dog Attack. Created.

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Case: 00008449

Parent Case

Subject Collection ██████████ CALWELL
Type Aggressive dog
Work Type Aggressive Dog
Description Collection
Original Incident Description non aggressive dog, won't stop following the postee. Wondering If the dog can be collected as soon as possible.
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008449 [\[View Hierarchy\]](#) **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials GDG **Caller Type**
Caller First Name ██████████ **Caller Street** ██████████
Caller Last Name ██████████ **Caller Suburb** CALWELL
Caller Account ██████████ **Caller State/Province** ACT
Caller Email ██████████ **Caller Zip/Postal Code** 2905
Caller Primary Phone ██████████ **Caller Country** Australia
Caller Other Phone
Message left on mobile

Incident Details

Date of Incident 26/09/2019 **Time of Incident**
Animal Type Dog **Number of witnesses**
Number of animals **Incident Street No and Street Name** ██████████
Dog has identification tag? **Incident Street Location**
Tag Details **Incident City** CALWELL
Incident Location **Incident State/Province** ACT
Incident Zip/Postal Code
Incident Country Australia
Address Validation Status

Owner Details

Account Name **Owner Street**
Owner First Name **Owner City**

10/18/2019

Case: 00008449 ~ Salesforce - Unlimited Edition

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Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Case Closed	Outcome	
Case Origin	Access Canberra		
Priority	2		
Date/Time Opened	26/09/2019 10:51 AM	Date/Time Closed	26/09/2019 2:06 PM

System Information

Created By Dylan Somerville, 26/09/2019 10:51 AM

Last Modified By Sharon Roulston, 26/09/2019 2:06 PM

PINFORCE ID

Work Orders

00005452

Status Completed

Ranger Note Dog was taken to calwell vet. They contacted the owner who collected the dog from the vet

Case Comments

26/09/2019 4:27 PM

User Daniel Wilkins

Comment see work order comments

Case History

26/09/2019 2:06 PM

User Sharon Roulston

Action Changed Status from Service Appointment Completed to Case Closed.

26/09/2019 11:55 AM

User Daniel Wilkins

Action Changed Status from In Progress to Service Appointment Completed.

26/09/2019 11:54 AM

User Daniel Wilkins

Action Changed Status from Ranger on the way to In Progress.

26/09/2019 11:54 AM

User Daniel Wilkins

Action Changed Status from Job Accepted to Ranger on the way.

26/09/2019 11:30 AM

User Daniel Wilkins

Action Changed Status from Ranger Assigned to Job Accepted.

26/09/2019 11:28 AM

User Gnjec Joe

Action Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 10:51 AM

User Dylan Somerville

10/18/2019

Case: 00008449 ~ Salesforce - Unlimited Edition

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Action Changed Type to Aggressive dog. Created.

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Case: 00008453

Parent Case

Subject Roaming Antill St DOWNER B Geoghegan M Collett
Type Roaming/Stray Dog
Work Type Roaming/Stray Dog
Description Roaming
Original Incident Description Dog was running around Antill St near the Downer Playing Fields.
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008453 [[View Hierarchy](#)] **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials MIF	Caller Type
Caller First Name	Caller Street
Caller Last Name	Caller Suburb
Caller Account	Caller State/Province
Caller Email	Caller Zip/Postal Code
Caller Primary Phone	Caller Country
Caller Other Phone	
Message left on mobile	

Incident Details

Date of Incident 27/09/2019	Time of Incident
Animal Type Dog	Number of witnesses
Number of animals	Incident Street No and Street Name Antill St
Dog has identification tag? <input type="checkbox"/>	Incident Street Location
Tag Details	Incident City DOWNER
Incident Location	Incident State/Province ACT
	Incident Zip/Postal Code
	Incident Country Australia
	Address Validation Status

Owner Details

Account Name	Owner Street
Owner First Name	Owner City

10/18/2019

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Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Case Closed	Outcome	
Case Origin	Access Canberra		
Priority	2		
Date/Time Opened	27/09/2019 9:51 AM	Date/Time Closed	27/09/2019 12:47 PM

System Information

Created By	Dylan Somerville, 27/09/2019 9:51 AM	Last Modified By	Bryan Geoghegan, 27/09/2019 12:47 PM
		PINFORCE ID	

Work Orders

00005457

Status Completed

Ranger Note

Case Comments

27/09/2019 12:46 PM

User Bryan Geoghegan
 Comment Phone call and TXT MSG sent to comp for follow up regarding the case

27/09/2019 12:30 PM

User Bryan Geoghegan
 Comment Patrol conducted nil dog sighting were in the area for approx 45 mins on another job nil dog sighted in the area and patrol conducted no further action required.

Case History

27/09/2019 12:47 PM

User Bryan Geoghegan
 Action Changed Status from Service Appointment Completed to Case Closed.

27/09/2019 12:42 PM

User Bryan Geoghegan
 Action Changed Subject from Roaming Antill St DOWNER to Roaming Antill St DOWNER B Geoghegan M Collett.

27/09/2019 11:43 AM

User Bryan Geoghegan
 Action Changed Status from In Progress to Service Appointment Completed.

27/09/2019 11:43 AM

User Bryan Geoghegan
 Action Changed Status from Ranger on the way to In Progress.

27/09/2019 11:28 AM

User Bryan Geoghegan
 Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 11:27 AM

User Bryan Geoghegan
 Action Changed Status from Ranger Assigned to Job Accepted.

27/09/2019 11:27 AM

10/18/2019

Case: 00008453 ~ Salesforce - Unlimited Edition

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User **Eboney Smith**
Action **Changed Status from Awaiting Assignment to Ranger Assigned.**

27/09/2019 9:51 AM

User **Dylan Somerville**
Action **Changed Type to Roaming/Stray Dog. Created.**

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Case: 00008454

Parent Case

Subject ROAMING DOG - CRACE
Type Uncontrolled animal
Work Type Uncontrolled animal
Description Brown pitbull type dog roaming around CRACE SHOPS
Original Incident Description
Case Owner Eboney Smith **Case Record Type** DAS
Case Number 00008454 [\[View Hierarchy\]](#) **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials **Caller Type**
Caller First Name **Caller Street**
Caller Last Name **Caller Suburb**
Caller Account **Caller State/Province**
Caller Email **Caller Zip/Postal Code**
Caller Primary Phone **Caller Country**
Caller Other Phone
Message left on mobile

Incident Details

Date of Incident 27/09/2019 **Time of Incident** 11:15 AM
Animal Type **Number of witnesses**
Number of animals **Incident Street No and Street Name**
Dog has Identification tag? **Incident Street Location**
Tag Details **Incident City** GRACE
Incident Location **Incident State/Province** ACT
Incident Zip/Postal Code 2911
Incident Country Australia
Address Validation Status

Owner Details

Account Name **Owner Street**
Owner First Name **Owner City**

10/18/2019

Case: 00008454 ~ Salesforce - Unlimited Edition

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Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Case Closed	Outcome	
Case Origin	Phone		
Priority	2		
Date/Time Opened	27/09/2019 10:53 AM	Date/Time Closed	30/09/2019 12:35 PM

System Information

Created By	Eboney Smith, 27/09/2019 10:53 AM	Last Modified By	Sharon Roulston, 30/09/2019 12:35 PM
		PINFORCE ID	

Work Orders

00005458

Status Completed

Ranger Note Patrol of area, checked nearby playgrounds, asked some pedestrians, no dog sighted

Case History

30/09/2019 12:35 PM

User Sharon Roulston

Action: Changed Status from Service Appointment Completed to Case Closed.

27/09/2019 11:15 AM

User Tom Gibbs

Action Changed Status from In Progress to Service Appointment Completed.

27/09/2019 11:03 AM

User Tom Gibbs

Action Changed Status from Ranger on the way to In Progress.

27/09/2019 11:03 AM

User Tom Gibbs

Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 11:03 AM

User Tom Gibbs

Action Changed Status from Ranger Assigned to Job Accepted.

27/09/2019 10:54 AM

User Eboney Smith

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 10:53 AM

User Eboney Smith

Action Created.

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Case: 00008447

Parent Case

Subject Attack belconnen dog park BELCONNEN

Type Dog Attack

Work Type Dog Attack

Description Attack

Original Incident Description [REDACTED] was attending the dog park with [REDACTED] yesterday when another dog [REDACTED] came up and was acting aggressive towards his dog [REDACTED]. This dog has been aggressive to [REDACTED] dog before in the same week. The owner of the [REDACTED] did call his dog off but [REDACTED] later discovered when he got home his dog had a scratch quite near his eye which he is very upset about.

Case Owner Dylan Somerville **Case Record Type** DAS

Case Number 00008447 [[View Hierarchy](#)] **Contact Phone**

Contact Name **Contact Email**

Is Duplicate

Call Details

CSR Initials [REDACTED] **Caller Type**

Caller First Name [REDACTED] **Caller Street** na

Caller Last Name [REDACTED] **Caller Suburb** canberra

Caller Account [REDACTED] **Caller State/Province** ACT

Caller Email [REDACTED] **Caller Zip/Postal Code** 2600

Caller Primary Phone [REDACTED] **Caller Country**

Caller Other Phone

Message left on mobile

Incident Details

Date of Incident 25/09/2019 **Time of Incident**

Animal Type Dog **Number of witnesses**

Number of animals **Incident Street No and Street Name** belconnen dog park

Dog has identification tag? **Incident Street Location**

Tag Details 236719 - ziggy **Incident City** BELCONNEN

Incident Location **Incident State/Province** ACT

Incident Zip/Postal Code

Incident Country Australia

Address Validation Status

Owner Details

Account Name **Owner Street**

Owner First Name

Owner City

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status Service Appointment Completed

Outcome

Case Origin Access Canberra

Priority 1

Date/Time Opened 26/09/2019 9:11 AM

Date/Time Closed

System Information

Created By Dylan Somerville, 26/09/2019 9:11 AM

Last Modified By Daniel Wilkins, 26/09/2019 12:35 PM

PINFORCE ID

Work Orders

00005450

Status Completed

Ranger Note Ranger DW and AF attended, Called comp. He is unable to meet us today for a statement. He is sending a version of events and photo to dog control in the short term. Work mobile given. Ranger DW

Files

20190926_153016

20190925_102542

Last Modified 2/10/2019 11:06 AM

Last Modified 2/10/2019 11:06 AM

Created By Daniel Wilkins

Created By Daniel Wilkins

Case Comments

2/10/2019 11:05 AM

2/10/2019 11:01 AM

User: Daniel Wilkins

User: Daniel Wilkins

Comment Version of events received from Owner of alleged attacking dog

Comment Email correspondence with comp on 30/09/19. Ranger DW:

From: [Redacted]@gmail.com] Sent: Thursday, 26 September 2019 3:14 PM To: TCCS_DAS DogControl <TCCS.DogControl@act.gov.au> Subject: Case #8447 FAO Daniel

Thank you for the below. Ideally I would like to meet you and your dog in person. Could you let me know if you will be at home between lunchtime and 4pm any day this week?

Hi Daniel

I will need a few more details in regards to the below before I am able to take regulatory action with the owner and I would like to take a statement from you.

As discussed earlier today, here is my recollection of events.

In the meantime I have been out to see the dog and to view its behaviour. I have spoken to the dog owner in regards to keeping the dog secure, compliance and being vigilant with his dog at this stage.

Regards,

Daniel

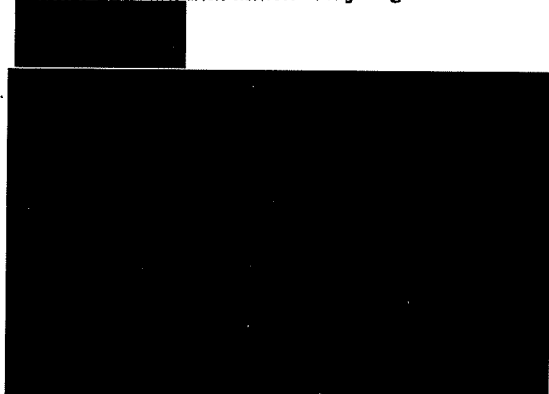
Domestic Animal Services





From: [redacted]@gmail.com]
Sent: Thursday, 26 September 2019 7:15 PM
To: TCCS_DAS DogControl
<TCCS.DogControl@act.gov.au>
Subject: Dog attack

Owner and dog that attacked my dog



for taking the time to look in to this.
Kind regards [redacted]

26/09/2019 4:28 PM

User Daniel Wilkins

Comment Ranger DW and AF attended, Called comp. He is unable to meet us today for a statement. He is sending a version of events and photo to dog control. Work mobile given. Ranger DW

Regards



26/09/2019 4:35 PM

User Daniel Wilkins

Dog is registered [redacted]
female desexed husky type dog called [redacted]
from [redacted] We met the dog and
dog owner [redacted] Dog
seems friendly and well behaved. [redacted] said he

Comment



[redacted] to send his version of
events and that I would need to confirm injuries
caused and get back to him in regards to the
incident. Ranger DW 26 Sept 2019

Case History

26/09/2019 12:35 PM

User Daniel Wilkins

10/18/2019

Case: 00008447 ~ Salesforce - Unlimited Edition

Action Changed Status from In Progress to Service Appointment Completed.

26/09/2019 12:35 PM

User Daniel Wilkins

Action Changed Status from Ranger on the way to In Progress.

26/09/2019 11:49 AM

User Anthony Fordham

Action Changed Status from Job Accepted to Ranger on the way.

26/09/2019 11:49 AM

User Anthony Fordham

Action Changed Status from Ranger Assigned to Job Accepted.

26/09/2019 9:43 AM

User Meaghan O'Connor

Action Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 9:20 AM

User Proquest Consulting

Action Changed Status from Ranger Assigned to Awaiting Assignment.

26/09/2019 9:15 AM

User Proquest Consulting

Action Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 9:15 AM

User Proquest Consulting

Action Changed Status from Ranger Assigned to Awaiting Assignment.

26/09/2019 9:11 AM

User Dylan Somerville

Action Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 9:11 AM

User Dylan Somerville

Action Changed Priority from 2 to 1. Changed Type to Dog Attack. Created.

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Case: 00008450

Parent Case

Subject AN COMPLAINT - WESTON [REDACTED]

Type Animal Nuisance

Work Type Animal Nuisance

Description Every time I venture in to my backyard one dog starts barking and the other joins in. This is normally when the owners are not at home during weekdays and weekends. The barking will continue until such time as I leave my yard. This obviously hampers any enjoyment I have from my yard or gives me any ability to spend any time out there maintaining or entertaining or enjoying my garden. [REDACTED] cannot play basketball or soccer in the yard as the dogs will bark continuously. Recently they have left the dogs at home on a couple of evening occasions and the dogs have barked on and off for hours. They also can bark during the day for a continued length of time.

Original Incident Description

Case Owner	Gnjec Joe	Case Record Type	DAS
Case Number	00008450 [View Hierarchy]	Contact Phone	
Contact Name		Contact Email	
Is Duplicate	<input type="checkbox"/>		

Call Details

CSR Initials		Caller Type	
Caller First Name		Caller Street	
Caller Last Name		Caller Suburb	
Caller Account	[REDACTED]	Caller State/Province	
Caller Email		Caller Zip/Postal Code	
Caller Primary Phone		Caller Country	
Caller Other Phone			
Message left on mobile			

Incident Details

Date of Incident		Time of Incident	
Animal Type		Number of witnesses	
Number of animals		Incident Street No and Street Name	[REDACTED]
Dog has identification tag?	<input type="checkbox"/>	Incident Street Location	[REDACTED]
Tag Details		Incident City	Weston
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name	Owner Street	[REDACTED]
Owner First Name	Owner City	Weston
Owner Last Name	Owner State/Province	ACT
Owner Primary Phone	Owner Zip/Postal Code	
	Owner Country	Australia

Additional Information

Status	Ranger Assgned	Outcome
Case Origin	Email	
Priority	4	
Date/Time Opened	26/09/2019 12:16 PM	Date/Time Closed

System Information

Created By	Gnjec Joe, 26/09/2019 12:16 PM	Last Modified By	Daniel Wilkins, 4/10/2019 1:07 PM
		PINFORCE ID	

Work Orders

00005453

Status Dispatched
Ranger Note

Case History

4/10/2019 8:49 AM

User Meaghan O'Connor
Action Changed Status from Awaiting Assignment to Ranger Assigned.

26/09/2019 12:16 PM

User Gnjec Joe
Action Changed Priority from 2 to 4. Created.



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Case: 00008451

Parent Case

Subject Roaming Wunderly Circuit MACGREGOR
Type Roaming/Stray Dog
Work Type Roaming/Stray Dog
Description Roaming
Original Incident Description Both dogs have ID tags with [REDACTED] attached, the dogs are quite difficult to catch but are otherwise friendly.
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008451 [[View Hierarchy](#)] **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials	[REDACTED]	Caller Type	
Caller First Name	[REDACTED]	Caller Street	Wunderly Circuit
Caller Last Name	[REDACTED]	Caller Suburb	Macgregor
Caller Account	[REDACTED]	Caller State/Province	ACT
Caller Email	[REDACTED]	Caller Zip/Postal Code	2615
Caller Primary Phone	[REDACTED]	Caller Country	
Caller Other Phone	[REDACTED]		
Message left on mobile			

Incident Details

Date of Incident	26/09/2019	Time of Incident	
Animal Type	Dog	Number of witnesses	
Number of animals		Incident Street No and Street Name	Wunderly Circuit
Dog has Identification tag?	<input checked="" type="checkbox"/>	Incident Street Location	
Tag Details		Incident City	MACGREGOR
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name		Owner Street	
Owner First Name		Owner City	

10/10/2019

Case: 00008451 - Salesforce - Unlimited Edition

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Service Appointment Completed	Outcome
Case Origin	Access Canberra	
Priority	2	
Date/Time Opened	26/09/2019 4:21 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 26/09/2019 4:21 PM	Last Modified By	Meaghan O'Connor, 4/10/2019 9:15 AM
		PINFORCE ID	

Work Orders

00005454

Status Completed

Ranger Note

Case Comments

28/09/2019 1:01 PM

User Meaghan O'Connor

Unable to action at the time due to competing priorities. No further calls regarding these dogs. Snr Ranger MO

Case History

4/10/2019 9:15 AM

User Meaghan O'Connor

Action Changed Status from In Progress to Service Appointment Completed.

4/10/2019 9:15 AM

User Meaghan O'Connor

Action Changed Status from Ranger on the way to In Progress.

4/10/2019 9:15 AM

User Meaghan O'Connor

Action Changed Status from Job Accepted to Ranger on the way.

4/10/2019 9:14 AM

User Meaghan O'Connor

Action Changed Status from Ranger Assigned to Job Accepted.

4/10/2019 9:14 AM

User Meaghan O'Connor

Action Changed Status from Case Closed to Ranger Assigned.

28/09/2019 1:01 PM

User Meaghan O'Connor

Action Changed Status from Awaiting Assignment to Case Closed.

26/09/2019 4:21 PM

10/18/2019

Case: 00008451 ~ Salesforce - Unlimited Edition

User **Dylan Somerville**

Action **Changed Type to Roaming/Stray Dog. Created.**

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Case: 00008452

Parent Case

Subject City - DOG ATTACK - Near 50 Bunda Street - AFP P10779162 - B.GEOGHEGAN & M.CORLETT

Type Dog Attack

Work Type Dog Attack

Description Dog attack

Original Incident Description

Case Owner Gn|ec Joe **Case Record Type** DAS

Case Number 00008452 [\[View Hierarchy\]](#) **Contact Phone**

Contact Name **Contact Email**

Is Duplicate

Call Details

CSR Initials **Caller Type**

Caller First Name **Caller Street**

Caller Last Name **Caller Suburb**

Caller Account **Caller State/Province**

Caller Email **Caller Zip/Postal Code**

Caller Primary Phone **Caller Country**

Caller Other Phone

Message left on mobile

Incident Details

Date of Incident **Time of Incident**

Animal Type **Number of witnesses**

Number of animals **Incident Street No and Street Name**

Dog has identification tag? **Incident Street Location** 50 Bunda Street

Tag Details **Incident City** City

Incident Location **Incident State/Province** ACT

Incident Zip/Postal Code

Incident Country Australia

Address Validation Status

Owner Details

Account Name **Owner Street** Bunda Street

Owner First Name **Owner City** City

10/18/2019

Case: 00008452 ~ Salesforce - Unlimited Edition

Owner Last Name

Owner State/Province ACT

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status Service Appointment Completed Outcome

Case Origin Phone

Priority 1

Date/Time Opened 27/09/2019 9:50 AM

Date/Time Closed

System Information

Created By Gnjec Joe, 27/09/2019 9:50 AM

Last Modified By Bryan Geoghegan, 27/09/2019 11:26 AM

PINFORCE ID

Work Orders

00005456

Status Completed

Ranger Note

Files

Contemporaneous Notes

Last Modified 27/09/2019 1:56 PM

Created By Michelle Corlett

Case Comments

27/09/2019 1:42 PM

27/09/2019 10:24 AM

User Michelle Corlett

Comment Attended scene - patrolled area whilst patrolling stopped and spoke to [redacted] and asked if he had seen a male person [redacted] with a white dog. He stated this was [redacted] and he owned a dog named [redacted] who was a white pitbull. He said the dog was very protective and was aggressive. The dog had previously attacked another friend of his and caused him serious injury. He also said that the dog was dangerous and should have a muzzle. [redacted]

Version taken from Witness [redacted] Notebook Entry P43 and 44. Witness advised female victim was wearing jeans and grey sweater and was approximately 20 years of age. Whilst patrolling TUW police who were driving past - Constable [redacted] and [redacted] advised the female person had been bitten on the hand by [redacted] as she had been trying to assist with breaking up a dog fight between [redacted] who was off lead and another dog owned by [redacted] who had his dog on lead. Police advised [redacted] was not de-sexed and was responsible for many litters of puppies. The owner of [redacted] is [redacted] who may also live at [redacted] Inquiries made with Calvary Emergency Department - no one treated for dog attack during the morning. Attended Alambee Street and patrolled area.

User Gnjec Joe

Today 27th September 2019 at 9:58 am I phoned [redacted] She put her co worker [redacted] on speaker phone. They both witnessed the dog attack this morning. They work on [redacted] At about 9 or 9:30 am this morning [redacted] heard a woman scream. She and [redacted] looked at the window of their office building and witnessed a woman injured after intervening in separating a white pitbull attacking a brown Bullmastiff. The lady was bitten on the hand and arms. [redacted] said the white Pitbull was off lead and described the owner as being [redacted]

Person not located.
On arrival back at DAS spoke with Sharon Roulston who has also information on this dog and owner. It is alleged that the dog has also attacked a male person by the name of [REDACTED]. Refer to Job 8121.
Further investigations to be conducted to locate the dog and owner.

Case History**27/09/2019 11:26 AM**

User Bryan Geoghegan

Action Changed Status from In Progress to Service Appointment Completed.

27/09/2019 10:12 AM

User Gnjec Joe

Action Changed Subject from City - DOG ATTACK - Near 50 Bunda Street to City - DOG ATTACK - Near 50 Bunda Street - AFP [REDACTED] - B.GEOGHEGAN & M.CORLETT.

27/09/2019 10:03 AM

User Bryan Geoghegan

Action Changed Status from Ranger on the way to In Progress.

27/09/2019 9:59 AM

User Bryan Geoghegan

Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 9:59 AM

User Bryan Geoghegan

Action Changed Status from Ranger Assigned to Job Accepted.

27/09/2019 9:55 AM

User Proquest Consulting

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 9:55 AM

User Proquest Consulting

Action Changed Status from Ranger Assigned to Awaiting Assignment.

27/09/2019 9:50 AM

User Gnjec Joe

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 9:50 AM

User Gnjec Joe

Action Changed Priority from 2 to 1. Created.



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Case: 00008455

Parent Case

Subject Bruce - COMPLIANCE AND FENCE CHECK - [REDACTED]

Type Aggressive dog

Work Type Aggressive Dog

Description 2 x German Shepherds damaging fence and causing a nuisance with barking, faeces in backyard. The comp [REDACTED]. He has been at the address for about 6 weeks [REDACTED]. A neighbour of hers complained about the aggressive nature of the dogs and fears that they will get out. Check for compliance and condition of the fence. Ring [REDACTED] before attending [REDACTED]

Original Incident Description

Case Owner Gn|ec Joe

Case Record Type DAS

Case Number 00008455 [[View Hierarchy](#)]

Contact Phone

Contact Name

Contact Email

Is Duplicate

Call Details

CSR Initials

Caller Type

Caller First Name

Caller Street

Caller Last Name

Caller Suburb

Caller Account [REDACTED]

Caller State/Province

Caller Email

Caller Zip/Postal Code

Caller Primary Phone

Caller Country

Caller Other Phone

Message left on mobile

Incident Details

Date of Incident

Time of Incident

Animal Type

Number of witnesses

Number of animals

Incident Street No and Street Name

Dog has Identification tag?

Incident Street Location [REDACTED]

Tag Details

Incident City Bruce

Incident Location

Incident State/Province ACT

Incident Zip/Postal Code

Incident Country Australia

Address Validation Status

Owner Details

Account Name	Owner Street	[REDACTED]
Owner First Name	Owner City	Bruce
Owner Last Name	Owner State/Province	
Owner Primary Phone	Owner Zip/Postal Code	
	Owner Country	Australia

Additional Information

Status	In Progress	Outcome
Case Origin	Phone	
Priority	2	
Date/Time Opened	27/09/2019 11:50 AM	Date/Time Closed

System Information

Created By	Gnjec Joe, 27/09/2019 11:50 AM	Last Modified By	Jasmine Parker, 30/09/2019 3:31 PM
PINFORCE ID			

Work Orders

00005459

Status Leaving site
Ranger Note

Case Comments

13/10/2019 2:43 PM

User Jasmine Parker

History check on owners phone number, found DA Incident Job:820633
Owners name [REDACTED] - he advised rangers MO BG he was moving to [REDACTED] when they attended to the previous job 184248. Animal details recorded [REDACTED] and [REDACTED] no chip listed.

13/10/2019 2:35 PM

User Jasmine Parker

1431 Phone call to [REDACTED] - the owner of the dogs has moved out, she said he has moved to [REDACTED] but doesn't have the address. His name is [REDACTED]

Called [REDACTED] and left voicemail message for call back re his dogs

13/10/2019 12:23 PM

User Jasmine Parker

Comment Left voicemail for complainant 12:22 for follow up

30/09/2019 3:22 PM

User Jasmine Parker

Comment 2 GSHEPS in yard. Both females. No rego on system will need to send notices to comply etc. Comp said the dogs and tenant moving out this weekend.

30/09/2019 3:18 PM

User Jasmine Parker

Comment [REDACTED] BRUCE. [REDACTED] said the dogs are jumping up on the fence and pushing it down [REDACTED] said the dogs aren't aggressive but she is worried the dogs don't get walked and lots of poo on lawn. No excessive amounts of poo, appears to have been cleaned up. Allison said she sometimes heard the dogs cry. The dogs are kept outside at night.

30/09/2019 3:06 PM

User Jasmine Parker

Comment NOHLCC

Case History

30/09/2019 3:01 PM

User Jasmine Parker

Action Changed Status from Ranger on the way to In Progress.

10/18/2019

Case: 00008455 ~ Salesforce - Unlimited Edition

30/09/2019 3:00 PM

User Jasmine Parker

Action Changed Status from Job Accepted to Ranger on the way.

30/09/2019 3:00 PM

User Jasmine Parker

Action Changed Status from Ranger Assigned to Job Accepted.

30/09/2019 10:31 AM

User Sharon Roulston

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 11:52 AM

User GnJec Joe

Action Changed Description.

27/09/2019 11:50 AM

User GnJec Joe

Action Changed Type from Other to Aggressive dog. Created.

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Case: 00008456

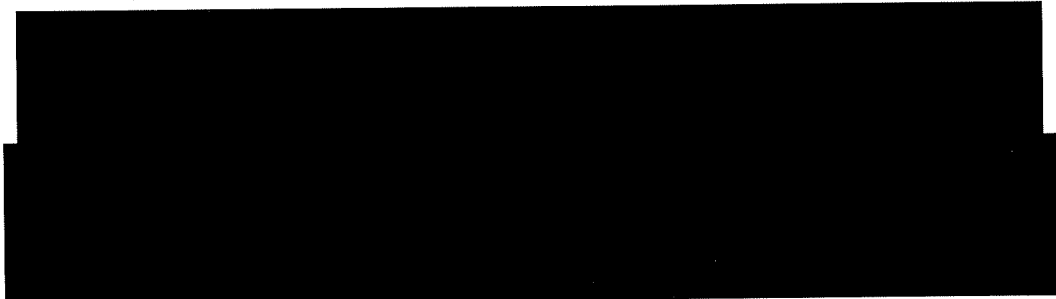
Parent Case

Subject AN COMPLAINT - Monash [REDACTED]

Type Animal Nuisance

Work Type Animal Nuisance

Description We have had an ongoing issue with the dogs at [REDACTED] Monash, with constant barking. There are two dogs, one being a German Shepherd, which has an extremely loud bark. The barking has impacted our household and others around it for some time.



Original Incident Description

Case Owner	Gnjec Joe	Case Record Type	DAS
Case Number	00008456 [View Hierarchy]	Contact Phone	
Contact Name		Contact Email	
Is Duplicate	<input type="checkbox"/>		

Call Details

CSR Initials	[REDACTED]	Caller Type	Complainant
Caller First Name	[REDACTED]	Caller Street	
Caller Last Name	[REDACTED]	Caller Suburb	
Caller Account	[REDACTED]	Caller State/Province	
Caller Email	[REDACTED]	Caller Zip/Postal Code	
Caller Primary Phone		Caller Country	
Caller Other Phone			
Message left on mobile			

Incident Details

Date of Incident		Time of Incident	
Animal Type		Number of witnesses	
Number of animals		Incident Street No and Street Name	
Dog has identification tag?	<input type="checkbox"/>	Incident Street Location	[REDACTED]
Tag Details		Incident City	Monash
Incident Location		Incident State/Province	ACT

Incident Zip/Postal Code

Incident Country Australia

Address Validation Status

Owner Details

Account Name

Owner Street

Owner First Name

Owner City

Monash

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country

Australia

Additional Information

Status Awaiting Assignment

Outcome

Case Origin Email

Priority 4

Date/Time Opened 27/09/2019 12:39 PM

Date/Time Closed

System Information

Created By Gnjec Joe, 27/09/2019 12:39 PM

Last Modified By Meaghan O'Connor, 14/10/2019 1:20 PM

PINFORCE ID

Work Orders

00005460

Status Rejected

Ranger Note

Files

Monash

Last Modified 27/09/2019 3:21 PM

Created By Gnjec Joe

Case History

14/10/2019 1:21 PM

User Meaghan O'Connor

Action Changed Status from Ranger Assigned to Awaiting Assignment.

14/10/2019 12:08 PM

User Eboney Smith

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 12:39 PM

User Gnjec Joe

Action Changed Priority from 2 to 4. Created.



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Case: 00008457

Parent Case

Subject ILLEGAL BREEDING - KAMBAH
Type Illegal breeding
Work Type Illegal Breeding
Description REPORT MADE TO RSPCA, PASSED FROM RSPCA TO DAS:
 report from comp:
 Backyard breeding dogs without a permit that should not be bred, sell the puppies way too early
 Last seen animal(s)
 On Facebook regularly trying to sell pups

Original Incident Description

Case Owner	Eboney Smith	Case Record Type	DAS
Case Number	00008457 [View Hierarchy]	Contact Phone	
Contact Name		Contact Email	
Is Duplicate	<input type="checkbox"/>		

Call Details

CSR Initials		Caller Type	Complainant
Caller First Name		Caller Street	
Caller Last Name		Caller Suburb	
Caller Account		Caller State/Province	ACT
Caller Email		Caller Zip/Postal Code	2903
Caller Primary Phone		Caller Country	
Caller Other Phone			
Message left on mobile			

Incident Details

Date of Incident	27/09/2019	Time of Incident	12:15 AM
Animal Type	Dog	Number of witnesses	
Number of animals	6	Incident Street No and Street Name	
Dog has identification tag?	<input type="checkbox"/>	Incident Street Location	
Tag Details		Incident City	kambah
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	2902
		Incident Country	Australia
		Address Validation Status	

Owner Details

10/18/2019

Case: 00008457 ~ Salesforce - Unlimited Edition

Account Name
Owner First Name
Owner Last Name
Owner Primary Phone



Owner Street
Owner City KAMBAH
Owner State/Province ACT
Owner Zip/Postal Code 2902
Owner Country Australia



Additional Information

Status Service Appointment Completed Outcome
Case Origin Email
Priority 2
Date/Time Opened 27/09/2019 1:11 PM Date/Time Closed

System Information

Created By Ebony Smlth, 27/09/2019 1:11 PM Last Modified By Jasmine Parker, 3/10/2019 1:52 PM
PINFORCE ID

Work Orders

00005461

Status Completed
Ranger Note

Files

20191002_161045

Last Modified 2/10/2019 4:51 PM
Created By Daniel Wilkins

20191002_161040

Last Modified 2/10/2019 4:51 PM
Created By Daniel Wilkins

20191002_161035

Last Modified 2/10/2019 4:51 PM
Created By Daniel Wilkins

20191002_121928

Last Modified 2/10/2019 4:50 PM
Created By Daniel Wilkins

20191002_121912

Last Modified 2/10/2019 4:50 PM
Created By Daniel Wilkins

Case Comments

2/10/2019 3:59 PM

User Jasmine Parker

her [redacted] weeks old registered to
FLYNN online [redacted] s just
looking after [redacted] until he is a bit bigger and
can jump as she has [redacted]
[redacted] will get him de sexed before 6
months.
Phone call with [redacted]
[redacted] confirmed [redacted] is her dog but she can't
take it until he can jump as [redacted]
[redacted] as a companion dog as
[redacted] will apply for a multi dog licence and
was explained the conditions of the home
impound.

2/10/2019 12:52 PM

2/10/2019 2:58 PM

User Jasmine Parker

Comment [redacted] phoned back approx 13:40 She said she
owns 3 dogs and is currently looking after a
friends [redacted] and the puppy is going
to [redacted] as soon as old enough (currently 9
weeks) in about one month. she admitted to
accidentally breeding her [redacted] and
having a litter, only has one left which is the one
going to [redacted] female entire mini
Shcnauser [redacted] getting de
sexed 15 Oct Capital vet Phillip [redacted]
[redacted] male de sexed [redacted]
[redacted] 4 years [redacted] She said [redacted] was
badly attacked Job 63136 March 2018 as a result
he was not de sexed in a timely manner due to
his injuries [redacted] admitted they
had made a mistake and considered aborting the
7 pups, but sold to recover cost of de sexing.
We asked her to provide proof of de sexing. The
friends dog is [redacted] owned by [redacted]

10/18/2019

Case: 00008457 ~ Salesforce - Unlimited Edition

User Jasmine Parker

Comment 12:51 left warning letter in mail box.

[Redacted] who are currently
All dogs given verbal HID.
14:00 phone call to Michelle with update. It was decided to seize and home impound the dogs under general powers and have conditions for not selling the puppy and compliance within 28 days. Will get a statement from [Redacted] conforming the dog is going to [Redacted] in a month. Is not being sold and will not remain at [Redacted]

2/10/2019 11:01 AM

User Jasmine Parker

Left voicemail for owner [Redacted] 11:00.
Comment Will need to home impound all dogs on property and seize puppy and return to DAS.

1/10/2019 3:50 PM

User Jasmine Parker

Comment NOHLCC

2/10/2019 12:22 PM

User Jasmine Parker

12:15 re attend address with DW.
Comment [Redacted] still 4 adult dogs on property, could not see puppy in house as blinds shut

27/09/2019 2:27 PM

User Sharon Roulston

[Redacted]
Comment [Redacted]
Breeder - No licences or SEA on files - Puppies need to be seized

1/10/2019 3:58 PM

User Jasmine Parker

5 dogs total. 3 adult mini schnauzers, one large cream Marema X and one mini Schnauzer puppy in house.
Comment Noticed RSPCA sticker on door

27/09/2019 1:11 PM

User Eboney Smith

EMAIL CHAIN FROM RSPCA:
20th september 2019
Hello DAS,

Please find below our referral for your actioning with respect of breeding without a permit and having an undesexed dog. I have attached the photos to ensure you have access to them directly rather than through the job links (as sometimes they have errors in opening).

We are looking into whether there are any breaches of the AWA but as undesexed dogs and breeding permits are your remit I have

Comment forwarded to you to investigate.

Thank you

[Redacted]
EMAIL 20TH SEPTEMBER 2019:
Hello DAS, Further to the below we just received a call from the complainant notifying us that the street number is number [Redacted] NOT [Redacted]

Thank you,
[Redacted]

27/09/2019 2:28 PM

User Sharon Roulston

[Redacted]
Comment [Redacted] (Min)
Grey Only dog registered - No microchip listed

27/09/2019 2:23 PM

User Sharon Roulston

DAS has received photos of puppies available
Comment and confirmation puppies are available for sale on FB

Case History

3/10/2019 1:52 PM

User Jasmine Parker

Action Changed Status from In Progress to Service Appointment Completed.

3/10/2019 1:52 PM

User Jasmine Parker

Action Changed Status from Ranger on the way to In Progress.

1/10/2019 3:27 PM

User Sharon Roulston

10/18/2019

Case: 00008457 ~ Salesforce - Unlimited Edition

Action **Changed Status from Job Accepted to Ranger on the way.**

1/10/2019 3:26 PM

User **Sharon Roulston**

Action **Changed Status from Ranger Assigned to Job Accepted.**

27/09/2019 1:22 PM

User **Sharon Roulston**

Action **Changed Status from Awaiting Assignment to Ranger Assigned.**

27/09/2019 1:11 PM

User **Eboney Smith**

Action **Created.**

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Case: 00008458

Parent Case

Subject Roaming Outside the front of [REDACTED] KAMBAH ACT 2902 KAMBAH

Type Roaming/Stray Dog

Work Type Roaming/Stray Dog

Description Roaming

Original Incident Description The dog has been sitting outside the front of the listed address since 11,30 this morning. The caller has never seen the dog before.

Case Owner Dylan Somerville **Case Record Type** DAS

Case Number 00008458 [[View Hierarchy](#)] **Contact Phone**

Contact Name **Contact Email**

Is Duplicate

Call Details

CSR Initials	[REDACTED]	Caller Type	[REDACTED]
Caller First Name	[REDACTED]	Caller Street	[REDACTED]
Caller Last Name	[REDACTED]	Caller Suburb	KAMBAH
Caller Account	[REDACTED]	Caller State/Province	ACT
Caller Email	[REDACTED]	Caller Zip/Postal Code	2902
Caller Primary Phone	[REDACTED]	Caller Country	Australia
Caller Other Phone	[REDACTED]		
Message left on mobile			

Incident Details

Date of Incident	27/09/2019	Time of Incident	11:30 AM
Animal Type	Dog	Number of witnesses	[REDACTED]
Number of animals		Incident Street No and Street Name	[REDACTED] KAMBAH ACT 2902
Dog has identification tag?	<input type="checkbox"/>	Incident Street Location	
Tag Details		Incident City	KAMBAH
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name	Owner Street
Owner First Name	Owner City

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status Service Appointment Completed Outcome

Case Origin Access Canberra

Priority 2

Date/Time Opened 27/09/2019 1:19 PM

Date/Time Closed

System Information

Created By Dylan Somerville, 27/09/2019 1:19 PM

Last Modified By Jasmine Parker, 27/09/2019 1:50 PM

PINFORCE ID

Work Orders

00005462

Status Completed

Ranger Note

Case Comments

27/09/2019 2:22 PM

27/09/2019 1:48 PM

User Jasmine Parker

User Jasmine Parker

Comment [REDACTED] KAMBAH [REDACTED] dropped home to [REDACTED] address. his brother was home [REDACTED] [REDACTED] said the dog was for [REDACTED] and she will register it tonight and txt TB reference number.

Comment [REDACTED] Alt contact on chlp [REDACTED] said [REDACTED] [REDACTED] no longer owns the dog and he is owned by Someone called [REDACTED] In KAMBAH, TB called and left message

27/09/2019 1:34 PM

User Jasmine Parker

Resident [REDACTED]

Comment [REDACTED] heard his dogs bark and found a black white staffy in his front yard, doesn't know where it lives [REDACTED]

Case History

27/09/2019 1:50 PM

User Jasmine Parker

Action Changed Status from In Progress to Service Appointment Completed.

27/09/2019 1:32 PM

User Jasmine Parker

Action Changed Status from Ranger on the way to In Progress.

27/09/2019 1:31 PM

User Jasmine Parker

Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 1:31 PM

User Jasmine Parker

Action Changed Status from Ranger Assligned to Job Accepted.

27/09/2019 1:20 PM

10/18/2019

Case: 00008458 ~ Salesforce - Unlimited Edition

User **Sharon Roulston**

Action **Changed Status from Awaiting Assignment to Ranger Assigned.**

27/09/2019 1:19 PM

User **Dylan Somerville**

Action **Changed Type to Roaming/Stray Dog. Created.**

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Case: 00008459

Parent Case

Subject Attack [REDACTED] MACGREGOR

Type Dog Attack

Work Type Dog Attack

Description Attack

Original Incident Description The customer was walking her dog on a lead when the dogs appeared from the house. The two dogs attacked her dog and then went for her. The customer walked back up the street and the two dogs followed her nipping at her feet until they finally backed off.

Case Owner Dylan Somerville **Case Record Type** DAS

Case Number 00008459 [[View Hierarchy](#)] **Contact Phone**

Contact Name **Contact Email**

Is Duplicate

Call Details

CSR Initials [REDACTED] **Caller Type** [REDACTED]

Caller First Name [REDACTED] **Caller Street** [REDACTED]

Caller Last Name [REDACTED] **Caller Suburb** MACGREGOR

Caller Account [REDACTED] **Caller State/Province** ACT

Caller Email [REDACTED] **Caller Zip/Postal Code** 2615

Caller Primary Phone [REDACTED] **Caller Country** Australia

Caller Other Phone [REDACTED]

Message left on mobile

Incident Details

Date of Incident 27/09/2019 **Time of Incident**

Animal Type Dog **Number of witnesses** [REDACTED]

Number of animals [REDACTED] **Incident Street No and Street Name** [REDACTED]

Dog has identification tag? **Incident Street Location**

Tag Details **Incident City** MACGREGOR

Incident Location **Incident State/Province** ACT

Incident Zip/Postal Code

Incident Country Australia

Address Validation Status

Owner Details

Account Name **Owner Street**

10/16/2019

Case: 00008459 ~ Salesforce - Unlimited Edition

Owner First Name

Owner City

Owner Last Name

Owner State/Province

Owner Primary
Phone

Owner Zip/Postal
Code

Owner Country Australia

Additional Information

Status	In Progress	Outcome
Case Origin	Access Canberra	
Priority	1	
Date/Time Opened	27/09/2019 3:41 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 27/09/2019 3:41 PM	Last Modified By	Meaghan O'Connor, 27/09/2019 4:18 PM
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PINFORCE ID

Work Orders

00005463

Status Onsite
Ranger Note

Case History

27/09/2019 4:18 PM

User Meaghan O'Connor
Action Changed Status from Ranger on the way to In Progress.

27/09/2019 4:01 PM

User Bryan Geoghegan
Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 3:59 PM

User Meaghan O'Connor
Action Changed Status from Ranger Assigned to Job Accepted.

27/09/2019 3:58 PM

User Gnjec Joe
Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 3:50 PM

User Proquest Consulting
Action Changed Status from Ranger Assigned to Awaiting Assignment.

27/09/2019 3:45 PM

User Proquest Consulting
Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 3:45 PM

User Proquest Consulting
Action Changed Status from Ranger Assigned to Awaiting Assignment.

27/09/2019 3:41 PM

User Dylan Somerville
Action Changed Status from Awaiting Assignment to Ranger Assigned.

10/18/2019

Case: 00008459 ~ Salesforce - Unlimited Edition

27/09/2019 3:41 PM

User **Dylan Somerville**

Action **Changed Priority from 2 to 1. Changed Type to Dog Attack. Created.**

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Case: 00008460

Parent Case

Subject Roaming [REDACTED] HOLT
Type Roaming/Stray Dog
Work Type Roaming/Stray Dog
Description Roaming
Original Incident Description
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008460 [\[View Hierarchy\]](#) **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials	[REDACTED]	Caller Type	[REDACTED]
Caller First Name	[REDACTED]	Caller Street	[REDACTED]
Caller Last Name	[REDACTED]	Caller Suburb	Holt
Caller Account	[REDACTED]	Caller State/Province	ACT
Caller Email	[REDACTED]	Caller Zip/Postal Code	2615
Caller Primary Phone	[REDACTED]	Caller Country	
Caller Other Phone	[REDACTED]		
Message left on mobile			

Incident Details

Date of Incident	27/09/2019	Time of Incident	
Animal Type	Dog	Number of witnesses	[REDACTED]
Number of animals		Incident Street No and Street Name	[REDACTED]
Dog has identification tag?	<input type="checkbox"/>	Incident Street Location	
Tag Details		Incident City	HOLT
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name		Owner Street	
Owner First Name		Owner City	

10/18/2019

Case: 00008460 ~ Salesforce - Unlimited Edition

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Service Appointment Completed	Outcome
Case Origin	Access Canberra	
Priority	2	
Date/Time Opened	27/09/2019 3:43 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 27/09/2019 3:43 PM	Last Modified By	Meaghan O'Connor, 4/10/2019 9:13 AM
		PINFORCE ID	

Work Orders

00005464

Status Completed
Ranger Note

Case Comments

28/09/2019 12:58 PM

User Meaghan O'Connor
Comment Unable to action at the time due to competing priorities. Did not receive any further calls regarding this dog. Snr Ranger MO

Case History

4/10/2019 9:13 AM

User Meaghan O'Connor
Action Changed Status from In Progress to Service Appointment Completed.

4/10/2019 9:13 AM

User Meaghan O'Connor
Action Changed Status from Ranger on the way to In Progress.

4/10/2019 9:13 AM

User Meaghan O'Connor
Action Changed Status from Job Accepted to Ranger on the way.

4/10/2019 9:12 AM

User Meaghan O'Connor
Action Changed Status from Ranger Assigned to Job Accepted.

4/10/2019 9:12 AM

User Meaghan O'Connor
Action Changed Status from Case Closed to Ranger Assigned.

28/09/2019 12:59 PM

User Meaghan O'Connor
Action Changed Status from Awaiting Assignment to Case Closed.

27/09/2019 3:43 PM

10/16/2019

Case: 00008460 ~ Salesforce - Unlimited Edition

User **Dylan Somerville**

Action **Changed Type to Roaming/Stray Dog. Created.**

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Case: 00008461

Parent Case

Subject Aggressive Parkland accross from [REDACTED] HOLDER

Type Aggressive dog

Work Type Aggressive Dog

Description Aggressive

Original Incident Description Collar and Silver tag on the heeler

Case Owner Dylan Somerville **Case Record Type** DAS

Case Number 00008461 [[View Hierarchy](#)] **Contact Phone**

Contact Name **Contact Email**

Is Duplicate

Call Details

CSR Initials	[REDACTED]	Caller Type	[REDACTED]
Caller First Name	[REDACTED]	Caller Street	[REDACTED]
Caller Last Name	[REDACTED]	Caller Suburb	HOLDER
Caller Account	[REDACTED]	Caller State/Province	ACT
Caller Email	[REDACTED]	Caller Zip/Postal Code	2611
Caller Primary Phone	[REDACTED]	Caller Country	Australia
Caller Other Phone	[REDACTED]		
Message left on mobile			

Incident Details

Date of Incident	27/09/2019	Time of Incident	
Animal Type	Dog	Number of witnesses	
Number of animals		Incident Street No and Street Name	Parkland accross from [REDACTED]
Dog has Identification tag?	<input checked="" type="checkbox"/>	Incident Street Location	
Tag Details	Silver tag?	Incident City	HOLDER
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name	Owner Street
Owner First Name	Owner City

10/18/2019

Case: 00008461 ~ Salesforce - Unlimited Edition

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Service Appointment Completed	Outcome
Case Origin	Access Canberra	
Priority	2	
Date/Time Opened	27/09/2019 4:45 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 27/09/2019 4:45 PM	Last Modified By	Sharon Roulston, 30/09/2019 11:05 AM
		PINFORCE ID	

Work Orders

00005465

Status Completed

Ranger Note

Case History

30/09/2019 11:05 AM

User Sharon Roulston

Action Changed Status from In Progress to Service Appointment Completed.

30/09/2019 11:05 AM

User Sharon Roulston

Action Changed Status from Ranger on the way to In Progress.

30/09/2019 11:05 AM

User Sharon Roulston

Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 6:36 PM

User Bryan Geoghegan

Action Changed Status from Ranger Assigned to Job Accepted.

27/09/2019 4:51 PM

User Gnjec Joe

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 4:45 PM

User Dylan Somerville

Action Changed Type to Aggressive dog. Created.

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Case: 00008462

Parent Case

Subject	Aggressive Footpath at the end of Coane St HOLDER	
Type	Aggressive dog	
Work Type	Aggressive Dog	
Description	Aggressive	
Original Incident Description	chased caller back up the footpath	
Case Owner	Dylan Somerville	Case Record Type DAS
Case Number	00008462 [View Hierarchy]	Contact Phone
Contact Name		Contact Email
Is Duplicate	<input type="checkbox"/>	

Call Details

CSR Initials		Caller Type	
Caller First Name		Caller Street	
Caller Last Name		Caller Suburb	HOLDER
Caller Account		Caller State/Province	ACT
Caller Email		Caller Zip/Postal Code	2611
Caller Primary Phone		Caller Country	Australia
Caller Other Phone			
Message left on mobile			

Incident Details

Date of Incident	27/09/2019	Time of Incident	
Animal Type	Dog	Number of witnesses	
Number of animals		Incident Street No and Street Name	Footpath at the end of Coane St
Dog has Identification tag?	<input type="checkbox"/>	Incident Street Location	
Tag Details		Incident City	HOLDER
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name		Owner Street	
Owner First Name		Owner City	

10/18/2019

Case: 00008462 -- Salesforce - Unlimited Edition

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status In Progress

Outcome

Case Origin Access Canberra

Priority 2

Date/Time Opened 27/09/2019 5:29 PM

Date/Time Closed

System Information

Created By Dylan Somerville, 27/09/2019 5:29 PM

Last Modified By Bryan Geoghegan, 28/09/2019 1:39 PM

PINFORCE ID

Work Orders

00005467

Status Leaving site

Ranger Note

Case History

28/09/2019 1:30 PM

User Bryan Geoghegan

Action Changed Status from Ranger on the way to In Progress.

28/09/2019 1:21 PM

User Bryan Geoghegan

Action Changed Status from Job Accepted to Ranger on the way.

28/09/2019 1:21 PM

User Bryan Geoghegan

Action Changed Status from Ranger Assigned to Job Accepted.

28/09/2019 12:53 PM

User Meaghan O'Connor

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 5:29 PM

User Dylan Somerville

Action Changed Type to Aggressive dog. Created.

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Case: 00008463

Parent Case

Subject Attack ██████████ MONASH
Type Dog Attack
Work Type Dog Attack
Description Attack
Original Incident Description Closing the cage dog is in, dog jumped up and bit ██████████ on the hand. Dog has taken a large chunk out of hand. Ambulance has been called.
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008463 [[View Hierarchy](#)] **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials	██████████	Caller Type	██████████
Caller First Name	██████████	Caller Street	██████████
Caller Last Name	██████████	Caller Suburb	MONASH
Caller Account	██████████	Caller State/Province	ACT
Caller Email	██████████	Caller Zip/Postal Code	2904
Caller Primary Phone	██████████	Caller Country	Australia
Caller Other Phone	██████████		
Message left on mobile			

Incident Details

Date of Incident	27/09/2019	Time of Incident	
Animal Type	Dog	Number of witnesses	██████████
Number of animals		Incident Street No and Street Name	██████████
Dog has Identification tag?	<input type="checkbox"/>	Incident Street Location	
Tag Details	Yes	Incident City	MONASH
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name	Owner Street
Owner First Name	Owner City

10/18/2019

Case: 00008463 - Salesforce - Unlimited Edition

Owner Last Name

Owner State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Service Appointment Completed	Outcome
Case Origin	Access Canberra	
Priority	1	
Date/Time Opened	27/09/2019 5:51 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 27/09/2019 5:51 PM	Last Modified By	Bryan Geoghegan, 27/09/2019 8:24 PM
		PINFORCE ID	

Work Orders

00005468

Status Completed
Ranger Note

Case History

27/09/2019 8:24 PM

User Bryan Geoghegan
Action Changed Status from In Progress to Service Appointment Completed.

27/09/2019 6:45 PM

User Bryan Geoghegan
Action Changed Status from Ranger on the way to In Progress.

27/09/2019 6:36 PM

User Bryan Geoghegan
Action Changed Status from Job Accepted to Ranger on the way.

27/09/2019 6:36 PM

User Bryan Geoghegan
Action Changed Status from Ranger Assigned to Job Accepted.

27/09/2019 6:28 PM

User Bryan Geoghegan
Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 6:00 PM

User Proquest Consulting
Action Changed Status from Ranger Assigned to Awaiting Assignment.

27/09/2019 5:55 PM

User Proquest Consulting
Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 5:55 PM

User Proquest Consulting
Action Changed Status from Ranger Assigned to Awaiting Assignment.

10/10/2019

Case: 00008463 ~ Salesforce - Unlimited Edition

27/09/2019 5:51 PM

User **Dylan Somerville**

Action **Changed Status from Awaiting Assignment to Ranger Assigned.**

27/09/2019 5:51 PM

User **Dylan Somerville**

Action **Changed Priority from 2 to 1. Changed Type to Dog Attack. Created.**

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Case: 00008464

Parent Case

Subject Roaming [REDACTED] HARRISON

Type Roaming/Stray Dog

Work Type Roaming/Stray Dog

Description Roaming

Original Incident Description Caller concerned about a dog and the owners not securing it or keeping it on a lead while the dog is roaming the residency. The dog has not shown any aggression but has put the caller on edge when it goes up to them. Caller would like to see the dog managed by the owners and secured or on a lead. The caller moved into the property a year ago and has never seen the dog on a lead and has seen it roaming constantly around his property. The caller has confronted the dog owner and the owner of the dog threatened him, I advised the caller to contact the Police about the threat.

The caller is also concerned about the safety of his family when they leave the house, as he has [REDACTED]. Most of the time the dog is always roaming around the callers property. And the family are always on edge when they leave their house.

Caller has reported this before in April or March 2019 - But also included another Dog in the report that was black

Case Owner Dylan Somerville **Case Record Type** DAS

Case Number 00008464 [[View Hierarchy](#)] **Contact Phone**

Contact Name **Contact Email**

Is Duplicate

Call Details

CSR Initials [REDACTED] **Caller Type**

Caller First Name [REDACTED] **Caller Street** [REDACTED]

Caller Last Name [REDACTED] **Caller Suburb** HARRISON

Caller Account [REDACTED] **Caller State/Province** ACT

Caller Email [REDACTED] **Caller Zip/Postal Code** 2914

Caller Primary Phone [REDACTED] **Caller Country** Australia

Caller Other Phone [REDACTED]

Message left on mobile

Incident Details

Date of Incident 27/09/2019 **Time of Incident**

Animal Type Dog **Number of witnesses**

Number of animals **Incident Street No and Street Name** [REDACTED]

Dog has identification tag? **Incident Street Location**

Tag Details **Incident City** HARRISON

Incident Location **Incident State/Province** ACT

Incident Zip/Postal

Code
 Incident Country Australia
 Address Validation Status

Owner Details

Account Name	Owner Street
Owner First Name	Owner City
Owner Last Name	Owner State/Province
Owner Primary Phone	Owner Zip/Postal Code
	Owner Country Australia

Additional Information

Status	In Progress	Outcome
Case Origin	Access Canberra	
Priority	2	
Date/Time Opened	27/09/2019 6:41 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 27/09/2019 6:41 PM	Last Modified By	Bryan Geoghegan, 28/09/2019 3:35 PM
		PINFORCE ID	

Work Orders

00005469

Status Leaving site
 Ranger Note

Case Comments

10/10/2019 9:23 AM

User Eboney Smith
 EMAIL FROM COMP 8/10/2019
 Thank you for your email and action.

Please be advised that I have reported this dog earlier and I can recall that I spoke to you over the phone.

Comment I can confirm the owner of this dog [redacted] from [redacted] hasn't been obeying the law, I have nothing personal with this guy but I can confirm I have seen his dog off-leash several times.

Hope this time rangers will take proactive action!

[redacted]

Case History

28/09/2019 3:29 PM

User Bryan Geoghegan
 Action Changed Status from Ranger on the way to In Progress.

28/09/2019 3:17 PM

User Bryan Geoghegan
 Action Changed Status from Job Accepted to Ranger on the way.

28/09/2019 3:17 PM

User: Bryan Geoghegan

Action: Changed Status from Ranger Assigned to Job Accepted.

28/09/2019 12:53 PM

User: Meaghan O'Connor

Action: Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 6:41 PM

User: Dylan Somerville

Action: Changed Type to Roaming/Stray Dog. Created.

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Case: 00008465

Parent Case

Subject Attack [REDACTED] LATHAM
Type Dog Attack
Work Type Dog Attack
Description Attack
Original Incident Description [REDACTED] was walking his dog, the other dog smashed through the fence and attacked his down. Has attacked other dogs too.
Case Owner Dylan Somerville **Case Record Type** DAS
Case Number 00008465 [[View Hierarchy](#)] **Contact Phone**
Contact Name **Contact Email**
Is Duplicate

Call Details

CSR Initials	[REDACTED]	Caller Type	[REDACTED]
Caller First Name	[REDACTED]	Caller Street	[REDACTED]
Caller Last Name	[REDACTED]	Caller Suburb	LATHAM
Caller Account	[REDACTED]	Caller State/Province	ACT
Caller Email	[REDACTED]	Caller Zip/Postal Code	2615
Caller Primary Phone	[REDACTED]	Caller Country	Australia
Caller Other Phone	[REDACTED]		
Message left on mobile			

Incident Details

Date of Incident	20/09/2019	Time of Incident	
Animal Type	Dog	Number of witnesses	[REDACTED]
Number of animals		Incident Street No and Street Name	[REDACTED]
Dog has identification tag?	<input type="checkbox"/>	Incident Street Location	
Tag Details		Incident City	LATHAM
Incident Location		Incident State/Province	ACT
		Incident Zip/Postal Code	
		Incident Country	Australia
		Address Validation Status	

Owner Details

Account Name		Owner Street	
Owner First Name		Owner City	

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Owner Last Name

Owner, State/Province

Owner Primary Phone

Owner Zip/Postal Code

Owner Country Australia

Additional Information

Status	Service Appointment Completed	Outcome
Case Origin	Access Canberra	
Priority	1	
Date/Time Opened	27/09/2019 7:03 PM	Date/Time Closed

System Information

Created By	Dylan Somerville, 27/09/2019 7:03 PM	Last Modified By	Sharon Roulston, 30/09/2019 10:21 AM
		PINFORCE ID	

Work Orders

00005470

Status Cancelled

Ranger Note

Case History

30/09/2019 10:21 AM

User Sharon Roulston

Action Changed Status from Cancelled to Service Appointment Completed.

30/09/2019 10:20 AM

User Sharon Roulston

Action Changed Status from Ranger Assigned to Cancelled.

30/09/2019 10:19 AM

User Sharon Roulston

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 7:10 PM

User Proquest Consulting

Action Changed Status from Ranger Assigned to Awaiting Assignment.

27/09/2019 7:05 PM

User Proquest Consulting

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 7:05 PM

User Proquest Consulting

Action Changed Status from Ranger Assigned to Awaiting Assignment.

27/09/2019 7:03 PM

User Dylan Somerville

Action Changed Status from Awaiting Assignment to Ranger Assigned.

27/09/2019 7:03 PM

User Dylan Somerville

Action Changed Priority from 2 to 1. Changed Type to Dog Attack. Created.

10/18/2019

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