



**Australian Institute of Local
Government Rangers Inc.**

0401 107 421
info@nswranger.org.au
www.nswranger.org.au



Annual Sydney Workshop Program 2024

30 & 31 July and
1 August
2024

Panthers Event Centre
83 Mulgoa Rd PENRITH

*Change is the only constant
in compliance*





AILGR Objectives

- To improve the professional status and advance interests of our profession.
- To educate members in their legal and ethical responsibilities.
- To promote a high standard of integrity and efficiency in our calling.
- To bring before the public, Government and other appropriate bodies, matters of concern to the Institute or its members.

Workshop Code of Conduct

Australian Institute of Local Government Rangers Code of Conduct

This Code of Conduct outlines the expectations for all members, delegates, sponsors and presenters (collectively known in this document as group members) that attend events delivered by the Australian Institute of Local Government Rangers (AILGR).

Respectful Communication

1. Group members are to communicate with each other in a respectful, courteous, and professional manner.
2. Group members are not to use derogatory language or make disparaging comments directed towards other group members or members of the community when in attendance at AILGR workshops, meetings or similar events.
3. Group members are to respect the opinions of others even if they disagree with them.
4. Members will listen actively and attentively to the views of others.

Professional Conduct

5. Group members are to conduct themselves in a professional manner and will maintain the highest standards of integrity, honesty, and ethics.
6. Group members are not to engage in any behaviour that is illegal, immoral, or unethical.
7. Group members are to respect and uphold the constitution, rules, and regulations governing the AILGR.
8. Group members are to maintain confidentiality in all matters that require it.

Rights of the Executive Committee

9. The Executive Committee reserves the right to exclude any group members who breach this Code of Conduct.
10. The Executive Committee will investigate any complaints received in a fair and impartial manner.
11. The Executive Committee will inform the member of any alleged breach and allow them to respond to the allegations.
12. The Executive Committee will communicate the outcome of the investigation to the member concerned.
13. The Executive Committee's decision will be final and binding.



Conclusion

The Code of Conduct is a guide for behaviour and conduct that is expected from all group members at AILGR events. Group members are encouraged to uphold the Code of Conduct and to report any breaches to a member of the Executive Committee for investigation. The AILGR is committed to providing a safe, inclusive and respectful environment for its group members.



AILGR Update

On behalf of the committee of the Australian Institute of Local Government Rangers, I bid you all a very warm welcome to our 2024 workshop.

As befitting our theme for this week of *Change*, so to do we have a change of venue and format to a degree to enable all of us to embrace changes within our workplace and environment to continue our professional delivery of our services to our communities and to this great state of NSW.

We know the changes to legislation across all sections of law enforcement and regulatory functions continue to keep us all on our toes. The responsibilities for all animal rescue and animal impounding establishments which were introduced in 2022 continue to bring ongoing challenges which every one of you are facing daily.

The *Public Spaces (Unattended Articles) Act* continues to be a work in progress with you all giving your professional best to enact the legislation.

The proposed puppy farms amendments to the *Companion Animals Act* which has currently gone through its second reading, will again, if enacted in its current format prove to be a huge impost on Councils and especially their Officers/Rangers.

While the institute is not an adversarial group we are continuing as the peak body in this industry, to work with our partners within government and the wider community to give our input, insight and most importantly experience to these types of legislative change. We are working with the legislators to make change a better outcome for all participants including most importantly companion animals.

In November the Institute represented you all and the wider industry in addressing the Parliamentary enquiry into Council Pounds. I can't give much comment as this enquiry has not yet released its findings and outcomes; however, I was extremely proud of the professional way the Institute's recommendations were constantly referred to by the enquiry committee members to other participating organisations.



Michael Ryan AILGR President

Well, done to Greg and his team and all of you who contributed, even if just by your support of those recommendations. It was certainly an endorsement that we took away with us.

Another change to this year's workshop is the new Ranger of the Year and Ranger Team of the Year awards being introduced, and thank you to Troy and his team for the ideas and the process in which we can showcase some of our finest.

To Greg, Troy, Peter, Debbie, Allison, Jessica, Tony and Christopher, your committee my thanks to you all for your ongoing support and commitment to the Institute and the industry.

Throughout the year it is my intention to keep you all updated with some new partnerships that we are working on to enhance all our skills and training.

Lastly a very big thank you to our sponsors and our esteemed presenters who make this all possible and to every one of you also.

Please remember you are not on your own. I hope you enjoy AILGR24.



ACCREDITED TRAINING PATHWAYS PROGRAM FOR LOCAL GOVERNMENT

Follow Your Own Path to Success

Online Learning

01 STUDY A SINGLE UNIT

Focusing on a single unit will provide you with a taste of learning, and expand your knowledge and skills. Single units are ideal for individuals leading hectic work lives or are aiming to deepen their understanding and expertise.



02 STUDY A SKILL BUNDLE

Skills bundles are an ideal way to develop enhance your expertise by focusing learning to your specific work role. Our selection includes specialised skills bundles for newcomers, seasoned employees, and managers.

03 FULL QUALIFICATION

If you have finished a skill bundle or are aiming for a full qualification, begin your journey here by enrolling in our fully online or blended learning LGA40120 Certificate IV Local Government (Regulatory Control).



04 MASTERCLASS

Enrol in an AISIT Masterclass to gain insights from our experts in Investigations, Compliance, and Risk Management. Explore new perspectives and discover innovative approaches to address current challenges and constant change.

CONTACT US TODAY TO LEARN MORE

Call 1300 124 748 or Email enquires@aisit.com.au

Hello & welcome to AILGR24!

That's a hattrick!

This is my third workshop I have helped arrange and I am still learning all the time – and what a learning curve it is.

We have made some major changes this year – not the least being a change of venue for the first time in 17 years. Parramatta has served us well however after some soul searching, the committee concluded that we had outgrown that site and set about finding another home. We found that the Panthers site in Penrith ticked many of the boxes we were looking for and although it is early, I am sure it will be what we need to grow. Another change is how we manage the bookings – now using Eventbrite. So far it has saved considerable time and although there may still be some teething issues – it seems the way to go.

Once again, we've assembled a diverse lineup of presenters for this year's workshop. While some are returning favourites, most are newcomers to our event. In keeping with our theme of change, we've curated presentations that will potentially challenge the delegates into a new way of thinking, at the very least, consider alternatives options to how we do things.

Another of the changes we've introduced this year is running a couple of panel discussions – we tried it at the recent workshop we held in Forbes, we were happy with the result and have brought it to Sydney. We are aiming to have a broad range of presenters, giving their wisdom and bringing their personal insights to a particular topic in a more interactive way.

Another of the more important changes this year is that we now have – after 47 years – a new constitution. The difference this has made for the Institute, although largely in the background, has been profound. We can operate under modern conditions using modern technology not considered possible at the time of our first constitution. We are considering the other potential improvements we can make to further enhance how the Institute operates.

It goes without saying that these workshops take a considerable amount of work to develop and none of it would be possible without the committee who all give up their time to work to make the AILGR work for you, and Michael Ryan (figuratively) stepping into the large Presidential shoes left by Margaret Gaal.

I would like to thank all our presenters this year –



Greg Tredinnick
AILGR Secretary

some of whom have travelled interstate to bring you their expertise. They are leaders in their respective fields yet have agreed to attend without charging us their usual appearance fee. Representatives have also been generous with their time – once again. Without their involvement, workshops would not be anywhere near as successful.

It would be remiss of me not to mention just how thrilled I am to have 2 of our presenters. Mr Peter Moroney will be sharing his extensive knowledge and experience in the challenging field of investigation. Last but by no means least, the legend that is Cassandra Boyce returns to this year's workshop. I invited her before she had even properly left the industry and even though we had a glimpse of her knowledge at Forbes – I am confident her presentation will be dynamite.

Thank you all for attending AILGR24. As always, we are looking to continually improve what we do so please don't not hesitate to provide comment on any aspect of the workshop you think could be improved.

About The Event

For almost 50 years, the Australian Institute of Local Government Rangers, through its various names, have held a workshop almost every year on the last Tuesday, Wednesday and Thursday in July.

The workshops are designed to increase the skills, training and professionalism of our members in the industry.

Presenters with a vast array of skills and knowledge, from all walks of life are invited to deliver relevant training and information to allow our members and delegates to continuously improve their own knowledge and work practices. Additionally, throughout the year, the Institute have held regional seminars that are tailored for each specific region.

The committee are pleased to present the program for the 2024 AILGR Sydney Workshop.

Who should attend? All council officers, managers and elected officials involved in regulatory and enforcement activities.

AILGR24 accommodation

We have partnered with Mercure Penrith for special bed & breakfast rates for delegates. Conveniently located as a part of the Penrith Panthers Event Centre, the Mercure has direct access to the Workshop and free parking.

Standard Room: \$195.00 inc. breakfast, per night

Superior Room: \$215.00 inc. breakfast, per night

Buffet Breakfast will be available at Kelly's Restaurant, The Panthers Club.

To take advantage of this special rate, please call the hotel directly on **02 4721 7700** or email at **h9877@accor.com** and quote 'Australian Institute of Local Government Rangers'.



Dress code

Workshop delegates can wear their council uniform or relaxed casual dress during the day. Delegates attending the dinners are asked to wear smart casual.

Workshop venue

Panthers Event Centre
83 Mulgoa Road, PENRITH

PLEASE NOTE: Special rates are only available until 22 July 2024 and are subject to availability.



Our Key Speakers



Cassandra Boyce

AILGR legend & solicitor

Cass first began working in the veterinary industry in the mid 90's before moving into various local government roles around New South Wales. For over 25 years, Cass worked as a Ranger, finally settling at Gilgandra Shire Council where she first became intimately involved with the Institute and from where most of our members would recognise her name.

Cass was also responsible for helping to steer the Institute and workshops in more recent times and unbeknownst to most – at the same time as she studied for her Law Degree. In 2022, Cassandra successfully completed her legal studies and transitioned into the role of a solicitor, extending her commitment to serving the community and advocating for the underprivileged. While her departure may be felt within our ranks, there is no doubt that Cass's dedication and passion, once enjoyed exclusively by the Ranger industry, now assists the broader community with her unwavering support and knowledge.



Dr Caroline Cook

Animal Wise Training

Animal Wise Training specialises in the field of safe animal handling. Founder and Lead Trainer, Dr Caroline Cook, has over 19 years' experience as a veterinarian and over 12 years' experience designing and delivering safe, low-stress and fear-free animal handling training in the animal welfare and animal management sectors.

Caroline's extensive experience as a veterinarian and having worked with both owned and stray dogs and cats at 3 of the biggest shelters in Victoria has given her a unique understanding of animal body language. She is passionate about improving the way humans read animal body language to increase the safety and wellbeing of both species.

In addition to training thousands of shelter employees, shelter volunteers and council-employed Animal Management Officers, she has also brought her love for training and education to the TAFE sector, delivering the Veterinary Nursing Certificate IV at Victoria University.

Always striving for continuous improvement, Caroline has collaborated with Workplace Quality and Safety managers to improve animal handling policies and procedures for the benefit of both human safety and animal wellbeing.

Our Sponsors

TicketOr2

Our Offering

ADR is already recognised worldwide as an organisation that delivers reliable and robust software solutions. With a changing world, ADR has evolved to create a wider range of digital technology solutions including innovative software for today and tomorrow.

Our TicketOr2 suite of solutions will enable Local Authorities, Healthcare, Tertiary, Aviation and the private sectors, to manage all aspects of parking management easily and effectively. With seamless integration, of hardware and software products, ADR can help communities reduce congestion, ensuring safer streets and cleaner air; and effectively connect people and communities.

ADR's solutions will help reduce administration costs and emotional frustration from parking management operations for all involved, improve compliance whilst also ensuring a fairer and more transparent processes for motorists.





TicketOr2



Parking Enforcement



Cashless Payment Solutions



Service



Parking Management

Contact us:
www.adr.co.nz
 Simon Stainton
[sstainton@adr.co.nz](mailto:ssstainton@adr.co.nz)



WOLFCOM AUSTRALIA
 "WE ARE WITH YOU"



WOLFCOM

WOLFCOM AUS.COM




AnimalWise TRAINING

AnimalWise Training specialises in the field of safe animal handling:

- Ranger training
- Shelter team training
- Induction training



Scan the QR code to find out about upcoming training

Our Sponsors



NOISANCE NOISE MONITORING



Imagine having 24/7 data on duration and severity of any noise nuisance.

In use by 70 Authorities in Australia Singapore and USA. Proven in court.

- Dog barking
- Roosters
- Construction
- HVAC Noise
- Venue/Event
- Mechanical Noise
- Business Noise
- and more...

NoiseNet provides noise regulators, rangers and animal management professionals with comprehensive data and evidence they need to assess and resolve noise complaints.

Quickly and affordably.

Use QR code or click
To access more info or sign up for a free trial



www.noisenet.com
044 88 44 964
1800 – 2NOISY
service@noisenet.com

Aero Ranger now in your pocket

- ✓ Unlimited users
- ✓ Unlimited vehicle scans
- ✓ Unlimited vehicle alerts
- ✓ Unlimited vehicle tickets
- ✓ Unlimited parking violations
- ✓ Unlimited parking zones
- ✓ Unlimited parking surveys
- ✓ Unlimited ultra-resolution mapping



www.aeroranger.com

macOS

Windows

DOWNLOAD ON THE
Apple Store

GET IT ON
Google Play

Our Speakers



Steve Coleman
RSPCA NSW, CEO

Since joining RSPCA NSW in 1991, Steve has held many positions; Inspector, Deputy Chief Inspector, Chief Inspector, Deputy CEO and now CEO. This has significantly assisted in developing his leadership style and approach, with the primary purpose of RSPCA NSW at the core of his development.



Dr Diana Rayment, BAniSci
AIAM

Dr Diana Rayment has been on the Australian Institute of Animal Management (AIAM) Board since 2019. Diana has over 20 years' experience working with companion animals and now works in program development at PetRescue. Diana also runs her own training and consulting service for animal welfare organisations and local government animal management teams.



Steve Marsh
AISIT General Manager

Steve is the General Manager AISIT Pty Ltd and has held senior and executive level positions in local government and the education sectors both in Australia and the UK. Steve is a business transformer helping organisations move the dial to meet new and ever-changing challenges. Steve's passion is to help others achieve.



Dr Aziz Chowdhury
Local Land Services (Greater Sydney)

Aziz is the district veterinarian for LLS(GS) and the President of the District Veterinarian Association of NSW Inc.

Our Speakers



Kate Drysdale
Rangers Section Team Leader,
Willoughby City Council

Kate Drysdale is the Parking/Compliance Coordinator at Willoughby City Council and is passionate about investigating and taking action against individuals misusing mobility permits and those that litter in our community. When not championing these important issues, she is a Rugby League tragic and apparently an official model for the AILGR!



Mark Cotton
Local Government Legal

Mark is an Accredited Specialist in Local Government and Planning Law. For over 15 years, Mark has worked in law firms in the fields of local government, planning, environmental and administrative law. Over this time, he has advised and/or advocated for over 40 local councils in metropolitan, rural and regional areas across the State, as well as State government authorities.



**Dr Gemma Ma, BVSc
(Hons), PhD**
Project Manager, RSPCA

Gemma has been a veterinarian at RSPCA NSW for more than 10 years, working in shelter medicine and general vet clinical practice. Gemma is currently project manager for Keeping Cats Safe at Home.



Nell Thompson
Getting 2 Zero

Nell is the coordinator of the national Getting 2 Zero (G2Z) program, a program that provides consulting, support, and educational services at no charge to local governments and shelter organisations across Australia. Nell is also the Secretary for the Australian Institute of Animal Management

Special Guest



Peter Moroney
CEO, AISIT

The Australian Institute for Security and Investigations Training Founder and CEO, Peter Moroney has been involved in designing and contextualising all ASIST's interviewing, investigation and security-related accredited and non-accredited training offerings.

Combining nearly 18 years in the NSW Police as a Detective, together with the past 11 years working in the private investigation arena for insurance companies, government compliance and regulatory organisations and private organisations, Peter has ensured that all training provided by AISIT is based on practical experience combined with academic requirements.

In addition to his extensive law enforcement experience, Peter is an Adjunct Lecturer for Charles Sturt University. He teaches, amongst other things, investigation procedures, investigation management and investigative interviewing.

Peter has designed and developed investigation procedures for state government bodies involved in regulatory and compliance of Early Childhood, Council Rangers, Animal Welfare investigators and Transport-related industries.



18 years NSW Police
Detective



Designed the NSW
Police Terrorism
Investigation Course



Adjunct Lecturer for
Charles Sturt
University

Day 1 – Rangers Day

08:30-8:40

Welcome

Mr Ian Checuti, Workshop Master of Ceremonies, Welcome to Country and Code of Conduct.

08:40-9:00

Opening address

The Hon. Ron Hoenig MP is the Minister for Local Government, Leader of the House in the Legislative Assembly, Vice President of the Executive Council and is the NSW Member for Heffron..

09:00-10:00

Change management – a constant in good change

Mr Steve Marsh, General Manager AISIT.

10:00-10:40

Revenue NSW update

Revenue NSW staff.

Morning tea

11:00-11:20

Sponsor presentation

11:20-12:20

Advanced investigative techniques

Mr Peter Moroney, Chief Executive Officer AISIT

Lunch

13:00-13:40

Managing the biosecurity risks of unattended livestock

Dr Aziz Chowdhury, Local Land Services (Greater Sydney)

Day 1 – Rangers Day cont.

13:40-14:40

Practical application of PSUP in local government

Office of Local Government & Transport for NSW

Afternoon tea

15:00-15:20

Sponsor presentation

15:20-16:00

POEO changes and Operation Clean Sweep

EPA and Tangaroa Blue Foundation. A program aimed at the plastics supply, manufacturing, processing and logistics chain in reference to plastic resin pellets which are a big polluter to water ways and oceans globally.

16:00-17:00

Considerations for issuing notices & orders

Cassandra Boyce. Changes you can make to 'lawyer proof' your orders and notices.

18:00-21:00

Informal dinner – Hunter Room

Join the AILGR President in presenting long service awards and an address to AILGR members.

Workshops



Keeping Cats Safe at Home

Conference Day Two

Dr Gemma Ma, RSPCA. Keeping Cats Safe at Home aims to encourage and support cat owners to prevent their cats from roaming away from their properties both to keep cats safe and to protect native wildlife.

10:00-10:40, The Boardroom



Nuisance barking in a shelter environment

Conference Day Two

Dr Caroline Cook. My perspective on the shelter behaviour side of barking, including practices that help in the shelter environment.

11:20-12:00, The Boardroom



Day 2 – Animal Day

08:30-08:40

Registration for day 2 delegates

Pre-function area

08:40-09:20

Companion Animal Act orders & notices

Cassandra Boyce.

09:20-10:00

Dog parks – the good, the bad & the ugly

Dr Caroline Cook. How common occurrences at dog parks can contribute to antisocial dog behaviour including aggression, how we might design parks differently and community education measures that may help.

10:00-10:40

Euthanasia considerations

Dr Diana Rayment. Assessing behaviour and making euthanasia decisions in the changing landscape of modern animal management.

Morning tea

11:00-11:20

Sponsor presentation

11:20-12:00

Getting to Zero

Nell Thompson. What does G2Z look like in 2024? Opportunities for you, your Council and your community for safe, economical and progressive animal management.

12:00-12:20

Sponsor presentation

Day 2 – Animal Day cont.

Lunch

13:00-13:20

Sponsor presentation

13:20-14:00

Pet Registry update

Mr Stephen LeBas, Office of Local Government.

14:00-14:40

Practical handling tips in shelters

Dr Caroline Cook. Practical examples for companion animal handling in shelters, including tips for using the Humaniac pole and lead.

Afternoon tea

15:00-15:40

Community Justice Centres

Katrina Spyrides, Director CJC and ADR Directorate. What CJC do and how they can assist in dealing with disputes between neighbours, especially around nuisance barking.

15:40-17:00

Panel discussion on nuisance barking

Join our panel representatives in their discussion on how a change could help with your nuisance barking outcomes.

18:00-21:00

Formal dinner – Hunter Room

Join the AILGR Executive in presenting the inaugural awards for Officer of the Year and Team of the Year.

Day 3 – Parking (plus other stuff) Day

08:30-08:40

Registration for day 3 delegates

Pre-function area.

08:40-09:20

Corruption prevention in a regulatory role

Jenny Ryan, Senior Corruption Prevention Officer, Independent Commission Against Corruption.

09:20-10:00

OLG update

Laura Vidmar, Office of Local Government

10:00-10:40

Mental health & welfare in a regulatory role

Beyond Blue

Morning tea

11:00-11:40

An update on the RSPCA

Mr Steve Coleman, CEO

11:40-12:20

Sovereign Citizens and local government

Mark Cotton, Local Government Legal

Lunch

Day 3 – Parking Day cont.

13:00-13:40

Mobility Parking Scheme Fraud

Kate Drysdale, Willoughby City Council. How you can protect and support the most vulnerable members of our community.

13:40-14:00

Sponsor presentation

14:00-14:40

Parking changes in Lake Macquarie

Bobbi Gorgievski, Senior Parking Ranger Lake Macquarie City Council.

Afternoon tea

15:00-15:40

Animal Welfare League's Find My Owner Initiative

Brandon Cowan, AWL. An exciting initiative that introduces a streamlined process to connect lost pets with their worried owners.

15:40-16:20

Revenue NSW update

Client Advisory & Support Team, Revenue NSW.

16:20-16:40

AILGR24 wrap up

Mr Ian Checuti, Workshop Master of Ceremonies

Safe4 AUSTRALIA

The Professional Solution

- **Non-Toxic** • **Non-Staining** • **Non-Tainting**
- **Non-Corrosive** • **Non-Irritant** • **Biodegradable**
- **Does NOT contain Phenols, Aldehydes or Alcohol**

Odour Killer

A blend of organic oils that break down the molecules that cause an odour. Eliminates all offensive odours such as urine, cigarettes, strong animal and pet odours (including male cat odour). Available in 500ml (pre-diluted), 900ml & 5L.



VISIT WWW.SAFE4-AUST.COM.AU OR CALL 1300 661 821



F.A.Q.

Top Tip. Minimal copies of the program will be available at the Workshop. Bring your own copy or download to your smart phone or device.

The Institute understands that quality, relevant and contemporary presentations are vital to a successful Workshop. We also understand that it is essential it goes smoothly! To help you focus on the information being provided, here are some Frequently Asked Questions to help you along the way.



Where is morning tea, lunch and afternoon tea?

Morning tea, lunch and afternoon tea will be served in the pre-function area daily. Please ensure that Workshop lanyards are worn to assist with Workshop catering. Tea and coffee are available all day in the pre-function area.



I have special dietary needs. Will I be catered for?

Absolutely. Gluten free and vegetarian options will be provided as standard. Should you have specific dietary requirements beyond these, please drop us an email before the Workshop so that we can work with Panthers to look after you.



Is there parking available on site?

There is free parking for all delegates on site at Panthers. The Workshop also puts delegates within 10 minutes of the Penrith CBD and train station.



If I can't go, can someone else take my place?

You can transfer your registration to another person to attend in your place for a small administrative fee. If you are unable to attend and would like to request a refund more than seven days before the Workshop, please email us at info@nswranger.org.au



Will the Workshop presentations be live-streamed?

Workshop presentations will not be live-streamed. Copies of most presentations will be available for AILGR members on the website after the Workshop where possible.



Australian Institute of Local
Government Rangers Inc.

We hope you enjoy the Workshop!

If you have any questions, please get in touch with us.

Join or renew your membership now.

AILGR membership provides you website access to member's only information and resources, inclusion to the AILGR email forum, access to sponsor special prices, an annual gift at the workshop for every membership renewal, eligibility to vote and it supports the Institute to improve our professional status and represent the interests of our industry. Follow the link to renew or join: www.nswranger.org.au

AILGR25

We're already planning for next year's Sydney Workshop. If you have any ideas or suggestions about what you would like to see or do in 2025, drop us a line **anytime** at info@nswranger.org.au, with *2025 workshop suggestion* as the subject line.

Contact Us

0401 107 421
info@nswranger.org.au
www.nswranger.org.au

Our Office

AILGR
PO Box 510
TORONTO NSW 2283

