

## Cover Letter: Proposed Future Proof Training Academy



### Summary:

- A maximum of 80 dogs
- 8 staff members employed
- The proposed operating hours are Monday to Saturday from 7 am to 8 pm
- The approximate drop off and pick up for clients of 5-10 minutes and can occur on appointment in the mornings and evenings

### Overview of business

Future proof training academy (FPTA LTD PTY), located at 54 Rigali way, Wangara is a canine behaviour training and daily enrichment facility that will be open the following hours: Monday to Saturday: 7 am to 8 pm. The facility is a total of 1051 sqm, which comprises 787 sqm of daycare, training, potential grooming zone, and 264 sqm of reception offices, training and assessment rooms.

At the beginning of the business, there will be 2 staff on the premises with the intention to increase staff levels as clientele increases with the ratio of 1:15. Currently, there will be a maximum number of 80 dogs at the facility but will be dependent on staffing numbers, therefore at the beginning the numbers will be at 30.

On-premises the business is operating as a canine behaviour and training facility with three major areas of focus

- Canine daycare/adventure park
- Behavioural training classes
- Behavioural problem consulting

The canine daycare/adventure park will be conducted during the day with drop off at 7 am and pick up before 6 pm. To accommodate the pickup and drop off timing a scheduling program will be



implemented to allow drop-off and pick-up within 5 minutes. This allows flow of traffic of clients, gradual movement of dogs through the facility, decreasing arousal, noise, and hyperactivity.

The behavioural problem consulting will only occur during set times, with one client and dog in the facilities behavioural consult room. This allows for decreased congestion on surrounding roads also leaving sufficient parking, but further allows the canines the ability to be trained and assessed in a controlled environment away from the daycare facility.

The behavioural training classes will occur after canine daycare hours from 6 to 8 pm. Class sizes will be a set number, allowing adequate parking available for all customers. Ratio of trainers to group size will be 1:10, with one handler/dog ratio.

There will be numerous zones as seen below in the image, each zone will help manage noise and social interactions. All pen heights will be at least 1.5m height to 1.8m, depending on the purpose of each zone. With a maximum number of dogs allowed in each zone, in accordance with the square feet requirement for dogs based on size.

**Signage:** All signage will be in accordance with the City's draft local planning policy 4.6 signage, with the wall sign to 25% in aggregate in the area on a single wall with a maximum area of 8 m2.

**Zoning:** The premises is DPS2 zoned Service Industrial in the city of Wanneroo. The appropriateness of the canine behaviour and training facility in this service industrial areas services to align with point a. of the objectives

- Entertainment and Recreational activities in relation to owners and the wellbeing of their canine

Furthermore, there are 2 currently approved dog daycare businesses in the area of Wangara.

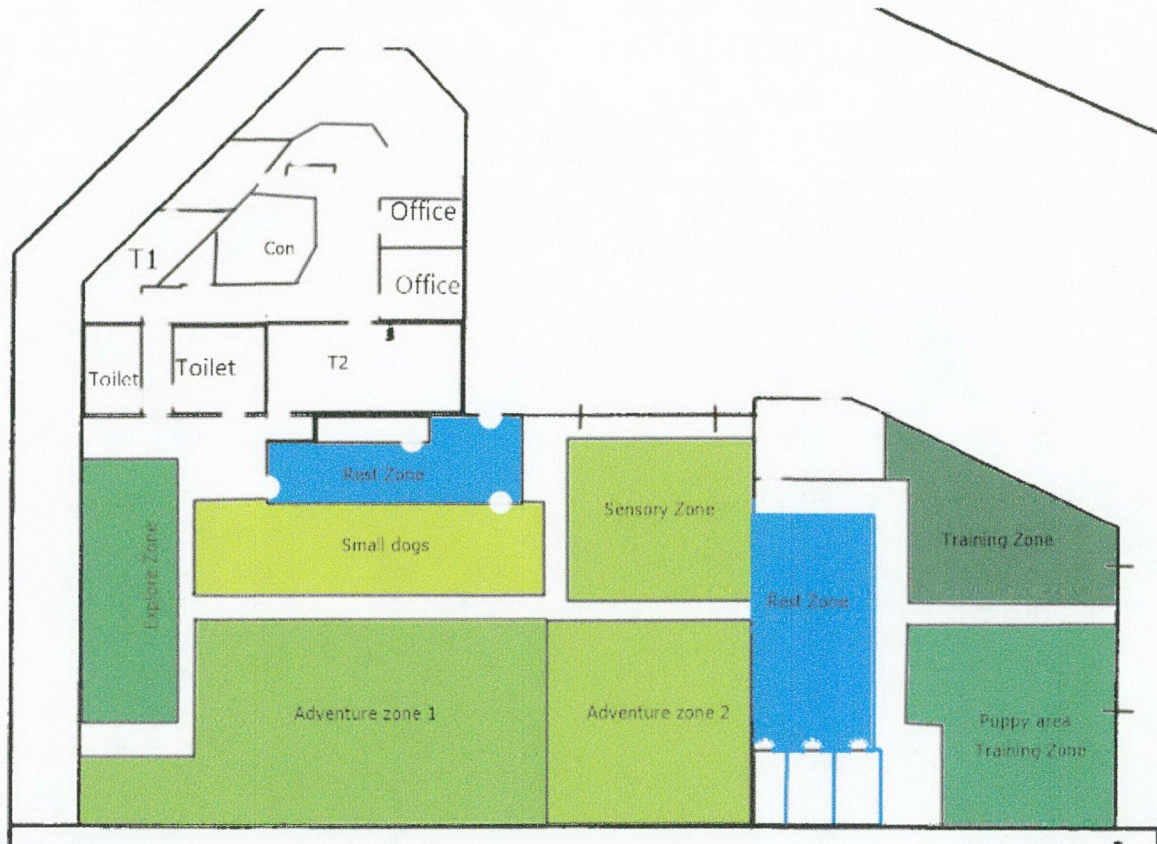




### Noise management plan

The premises are located 800 m away from the nearest residential house. According to documents available to the public, there are 2 approved dog daycares located in the COW that is substantially closer to residential housing. Due to the number of dogs (80) (all dogs, small, medium and large), as discussed previously we will be implementing the scheduled pickup and drop off times for clients. This allows traffic flow, decreased noise of canines in the facility due to the gradual transition of each dog every morning, creating adequate down time for dogs during the day to reduce hyperactivity and barking with quick pick up and drop off times and pre-payment of bookings. This will reduce interaction amongst multiple clients and dogs at once increasing arousal, vocalisation and noise.





Before entering the Future Proof training academy, all dogs will undergo a behaviour and sociability assessment that is compulsory (Under T&C's) which is backed by scientific research. The canines will be categorized into groups and placed into the 5 to 6 zones available in the facility with supervision by staff (1:15). Placing canines into 4 groups based on behaviour and sociability decreases excessive vocalisation, controlled interactions and play, and allows the smooth transition of dogs. It can also reduce unwanted behaviours in general public spaces ie: dog parks and beaches, though appropriate, controlled learning experiences.

Unlike other dog daycares, if problem behaviour or behavioural problems are identified in the clients' canines, we supply training recommendations, onsite training whilst attending the centre and referrals for behaviour consult for these dogs. To decrease potential issues, throughout the day, staff will move the canine identified to a different zone, work independently with them and give feedback to clients on pickup or via email.

In order to help accommodate noise further is to create a routine for all these canines in each zone, as canines are meant to sleep 16 hours of the day. All canines will have periods of enrichment, adventure, human play, social play, training and rest. Resting is a key element to our canine daycare and there will be dedicated zones for resting, sleeping and recovering (Owczarczak -Garstecka and Burman, 2016).

Rest zones will have classical music playing, creating a relaxing and calming enrichment which aids in more time spent sleeping and resting and less time vocalising (Kogan, 2012). If lack of sleep occurs in canines, it creates a major stressor, that can lead to psychomotor and sensorimotor deterioration, disinhibition of responses to negative stimuli, anxiety, aggression, anhedonia, lower frustration levels, and finally a poor ability to cope with stressful stimuli (Owczarczak -Garstecka and Burman,



2016). The rest zone will be placed in lot 2, which is placed on the east side of the building, so that less noise to minimum noise will be influencing the neighbouring businesses.

Additional periods of enrichment will be given to create calm and quiet mental stimulation which will in turn help maintain noise and a quieter environment (Graham, 2004). Furthermore, one enrichment provided will include Scent or olfactory stimulation which has been proven to enhance relaxation (calm) behaviours, and desirable behaviours (Graham, 2004). The combined effects of olfactory and auditory enrichment for dogs has outlined positive effects on behaviours associated with relaxation and decreased heart rate variability, decreasing undesirable behaviours that include jumping, and barking (Amaya, 2020; Amaya, 2020). Furthermore, research has found the benefit of enrichment on aging dogs can have a positive health benefit in the brain (Siwak-Tapp, 2008).

The social spectrum of canines is multifactorial, and one canine's social tolerance may not be the same as another, thus, our reasoning for designated rest zones allow these canines the ability to recover and rest. If social tolerance is lacking or decreases fast in interactions, canines can become frustrated and then have a lesser ability to cope in future social interactions and stressors. The daily activities provided by FTPA and adequate rest periods allows a structured routine for the canines in our care that will decrease noise, excessive vocalisation and unwanted behavioural issues identified in other day care businesses.

The premises has two horizontal windows in the main warehouse facing regali streett, Two roller doors one to the front of the main warehouse and the seconds facing east of the premises within the second building. The use of the roller door has not yet been determined, however, the acoustic report will address the use of this opening.

Due to the location of 54 Rigali Way, the access to the street is off a main road (Hartman drive) and is situated on a bend, facing north east towards Hartman drive, the property has two entry points to the car park which allows easy access for customers without hindering the main roads or blocking local traffic. With the size of the facility 1051 sqm in space we have plenty of room and zones for all dogs, and to manage if any issues arise.



## Odour and Waste Management Plan

Waste Generation has been calculated 50L/100m<sup>2</sup>/day according to waste generation rates available through waste.net.au. This is calculated on a shopping space. If 80 dogs were defecating twice per day approximate waste produced would be 24L leaving approximately 26L of general and recyclable waste per day.

### Waste management process

1. There will be 1 x 80L Wheelie Bin per area. . Each bin will have a large scented plastic garbage bag on the inside.
2. When a dog defecates the excrement will be picked up with a small, biodegradable “poo bag”, tied off and placed in the 80L bin.
3. These bins are emptied at the end of the day into one of two large bins.
4. The bins are located at the Rigali way side of the premises away from the view of customers, and other properties.
5. On the morning of waste collection. The Bins with faeces will be moved to curb for collection.
6. Each of the bins will be disinfected at the end of the day and a new scented bag replaced in each one.
7. Odour neutralizing product (Sani fresh sanitary bin and deodorising granules) will be used in the bottom of the bins (under liner) to control odour.
8. Staff will have appropriate training in waste management. They will be required to wear gloves when handling waste and bins.

The proposed number of bins on the premises will be 10 x 80L bins for collection of dog faeces and degradable waste. 2x 240L for collection of fur from grooming. As fur is odourless it will be collected in the bin and stored until waste collection. 1 x 240L bin will be used for any recyclables that is being used in the running of the business or from packaging consumed by staff.

All bins will be wheelie bins so that they can be moved about and cleaning of the space directly below them can be done in order to disinfect areas and keep clean.

### Collection

All general waste, including but not limited to, food, dog faeces and fur will be collected by waste management contractors Veolia twice weekly on a day that doesn't conflict with council bin collection. Waste Collection will occur during the middle of the day when many of the surrounding business are closed and therefore won't impact on their operations.

### Training and Education

Each employee will be educated and trained on the waste management process when they are employed by “FPTA”. This is mandatory in all staff training, within the OH&S procedures. One staff member will be responsible for emptying the waste bins into the larger bins at the end of the night, cleaning and putting a new bag into the bin.



## **Monitoring**

Managers, will be responsible for monitoring the waste at "FPTA" and ensuring that the bins are cleaned at the end of the day and waste removed on assigned days.

## **Floor Cleaning**

The indoor zones will be surfaced and seal with non-porous material and in most areas, a polyethylene grass will be placed on top. The flooring will be cleaned in alignment with the veterinary industry cleaning standard. The flooring will be mopped down with medical-grade disinfectant at the end of each day and after a dog urinates and defecates. Polyethylene grass will be clean using spray and appropriate standards. Sewer drains are located at the rear of the property. All water used for mopping will be emptied into the sewer system via the drains.

## **Hygiene, Cleaning and Disinfection Standard for FPTA**

1. Inside dog areas will be cleaned overall once daily, and during the day in accordance with faeces and urine of dogs.
2. All areas will be disinfected daily. Disinfectant used will be based on suitability for dogs and not toxic.
3. All couches/bedding and rugs will be cleaned, disinfected and washed daily or periodically throughout the day.
4. Exercise areas and all common areas will be disinfected and washed daily or periodically throughout the day in association with the mess.
5. Faeces and general waste to be disposed of as outlined.
6. Toys used for enrichment, socialisation and training are to be disinfected when necessary.
7. MSDS sheets for all chemical products used will be promptly displayed in all areas where products are located and used.

This complies with the company OH&S standardised procedures outline in mandatory staff training modules.

## **Pests**

1. Regular cleaning, disinfecting and disposal of waste will alleviate the issues associated with common pests, flies and rodents.
2. regular inspections of a contracted pest control company will be done in line with council regulations with the safety of patrons, staff and animals in mind.

## **Guidelines**

1. All animal and general waste will be disposed of promptly and hygienically in accordance with the requirements of the City of Wanneroo.
2. Contracting of waste service will be used to get rid of all waste.
3. Advice will be sought before the use of pest control in order to protect the health and safety of the staff, patrons and dogs.

## **Staff Protection**

1. Mandatory staff training with behaviour, training and OH&S procedures is supplied upon commencement of employment.
2. Access to adequate hot water, hand washing facilities.
3. Hand disinfectant easily accessible to employees without being accessible to the dogs under care.
4. Use of Personal Protective Equipment (PPE). Masks, gloves



### Parking Management Plan:

There are twenty-one car parking bays at the front of the premises including two signed disabled parking places. The access to the car park has two entry/exits which allows for steady movement through the facility car park reducing traffic issues. The main use of the car park will be between drop off 7-8am and pickup 4-6pm.

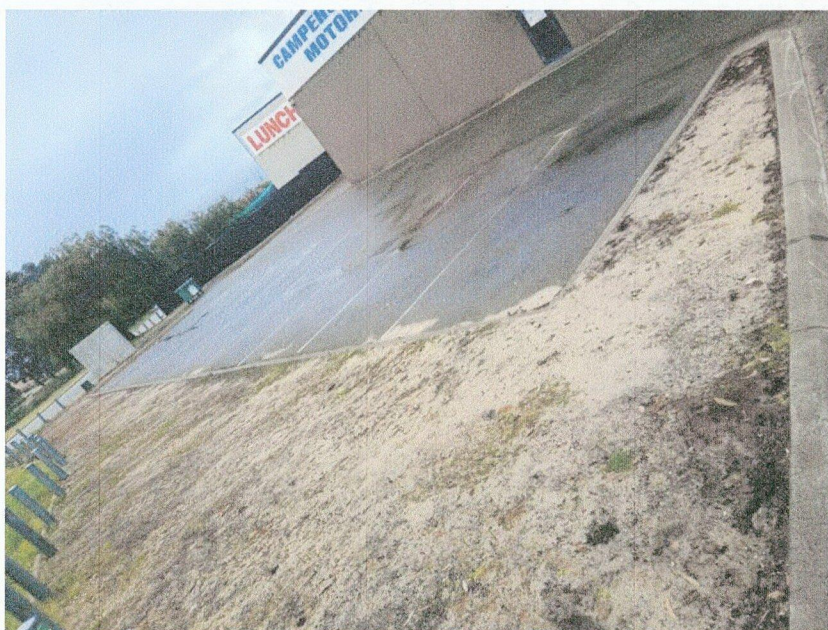
Dogs will be dropped off and collected at various times throughout these peak periods. Dogs can be dropped off from 7 am to 8 am at the initial beginning of the business and extend depending on the number of dogs. For pick up, clients will be picking up dogs from 4-6 pm. Drop-offs and pick-ups would take no longer than 5-10 minutes with an option of taking the dogs to the client's car if requested. This will more than likely not result in a build-up of clients at the front of the premises. The utilisation of an online booking system will stop the need for clients needing to stay at the facility for extended periods of time or have staff to book their dog in for the next day.

### Staff parking

Initially, there will be two staff members, therefore two vehicles will occupy car bays for the entire workday. These vehicles will be parked in two of the spots allowing an additional 18 car parks for overflow.

### Amenities

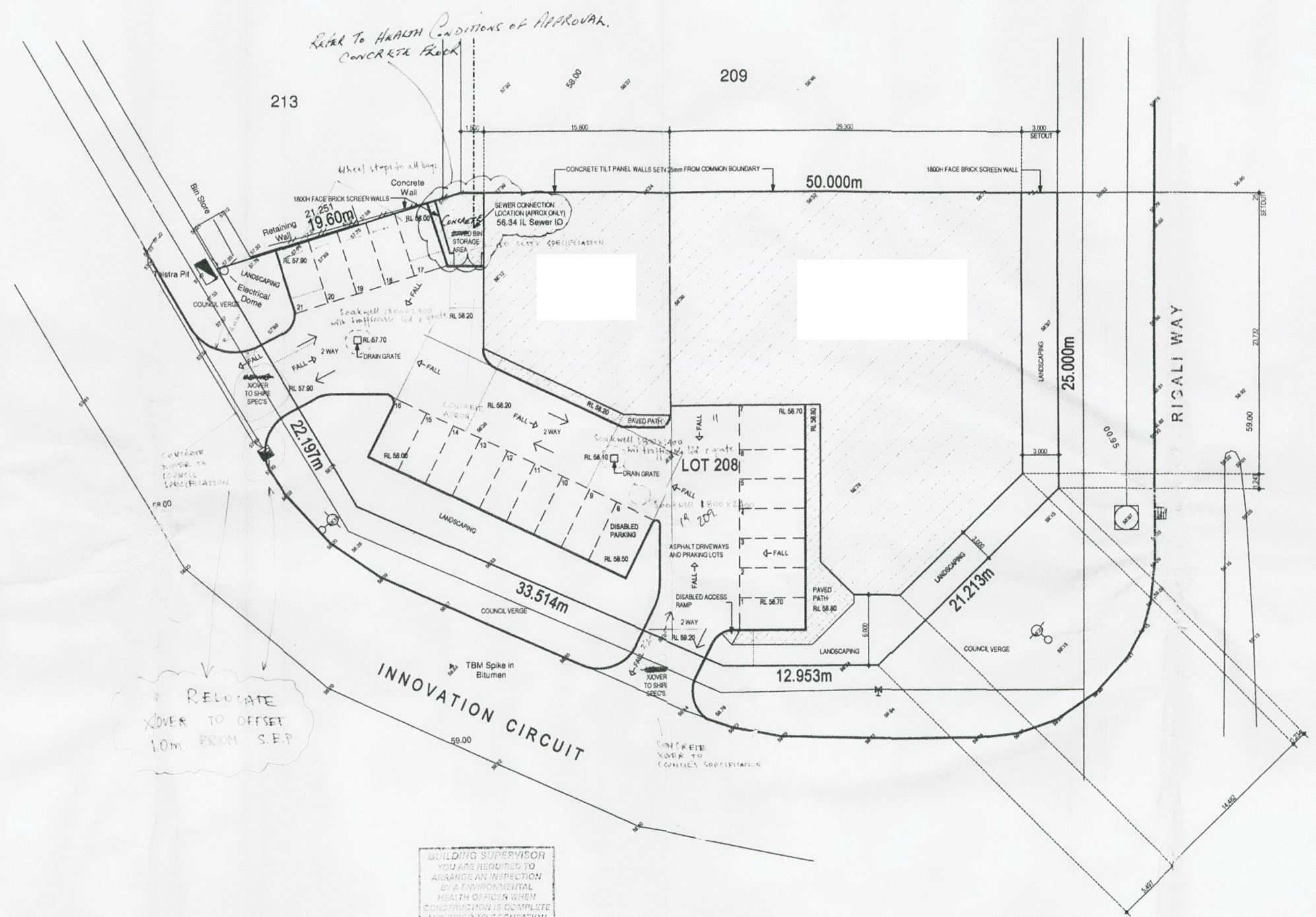
There are currently two toilet blocks in each lot. In the main building, there is a male and female bathroom equipped with full vanity and handwashing stations. There is a male bathroom (2 cubicles and a urinal) and female bathroom (2 cubicles), and one disabled bathroom with shower (5 toilets total). The second building (lot 2), has 1 male cubicle and a free standing urinal and female (1 cubicle), and one disabled toilet with shower.





CITY OF WANNEROO  
APPROVAL SERVICES

OFFICE COPY  
To be returned for Approval  
See page 5/6



Refer to Health Conditions of Approval.  
CONCRETE BLOCK

RELOCATE  
XOVER TO OFFSET  
1.0m FROM S.E.P.

BUILDING SUPERVISOR  
YOU ARE REQUIRED TO  
ARRANGE AN INSPECTION  
BY AN ENVIRONMENTAL  
HEALTH OFFICER WHEN  
CONSTRUCTION IS COMPLETE  
AND PRIOR TO OCCUPATION.

### SITE PLAN 1:200

<b>Fratelle</b> ARCHITECTURAL DESIGNERS COMMERCIAL AND RESIDENTIAL WORK AND RENOVATIONS SUIT 2 / 39 MONKIE ST NORTHBRIDGE WA 6003 PH: 9528 6655 MOB: 0419 619 196	CLIENT: PRO PRODUCTS OF AUSTRALIA PTY LTD ADDRESS: LOT 208 INNOVATION CIRCUIT WANGARRA	AMENDMENTS: A.	July 20, 2004 01:39 PM Project Date: 10/12/03 File: Pro Products Wdg Dwg Drawn By: A Fratelle SHEET 1 OF 8
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