

# Community Safety Guide



**Ranger Services**

**Parking, signs and verge use**

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**Dog ownership**

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## **Rangers assist our community by:**

- Preventing and deterring people from littering and dumping rubbish
- Reporting and preventing vandalism and theft to City property
- Dog beaches, dog and cat registration and tips on how to look after your pets
- Returning lost pets to their owners, or finding new homes for stray animals
- Reporting and removing abandoned vehicles
- Patrols of City parks, reserves and buildings
- Unauthorised signs in public areas
- Unauthorised street and verge parking
- Off-road vehicle access areas
- Working with Police and other agencies to report antisocial or criminal behaviour.

When reporting an incident to the City of Wanneroo Rangers, residents can help by providing as much information as possible including time, location, number and description of people involved, and the vehicle description and number plates.



## Important phone numbers

Rangers      **9405 5000**  
**1300 138 393** After hours

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WA Police      **000** Emergency  
**131 444** Non emergency

WA Police can assist with:

- Hooning and road policing • Antisocial behaviour
- Alcohol and drug concerns • Noise complaints
- Registering a party • Neighbour disputes
- Burglary/robbery • Assault • Domestic violence
- CCTV on private property/privacy concerns

# Ranger Services

## Verge use

Local laws govern the use of verges and parking on verges.

### You may not:

- Stop or park a commercial vehicle or bus, or trailer/caravan unattached to a motor vehicle on a verge
- Stop or park a vehicle contrary to signage
- Stop or park a vehicle (other than a bicycle) on a verge unless you are the owner/occupier of the premises immediately adjacent to the verge or have been authorised to do so by the owner/occupier.



The City prohibits placement of items obstructing access to the verge as it may cause damage to property or people.

Vegetation may be planted, provided it does not restrict or obstruct pedestrians and drivers.

## Advertising signage

Signs advertising a business, product or service on public land are prohibited in the City of Wanneroo and may be impounded by Rangers.

You must have City approval before placing a sign for an upcoming event.

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## Vehicle parking

1. A vehicle cannot stop to set down or pick up passengers.
2. A vehicle may be stopped, and immediately drop off or pick up passengers or goods. The driver must remain with the vehicle.

### Penalties may apply for:

- Double parking
- Stopping/parking in a no stopping or no parking area
- Stopping/parking on a footpath
- Stopping/parking on a verge without the owner's consent
- Stopping/parking a vehicle and causing an obstruction in a public place
- Stopping/parking facing against traffic flow
- Stopping/parking on a median strip (including flush medians and traffic islands).

## Parking, signs and verge use

## Abandoned vehicles

Vehicles that have been abandoned and removed by the City of Wanneroo are placed in Manheim Australia's impound located at 62 Grogan Road, Perth Airport, 6150.

To find out if your vehicle has been impounded, please contact the City's Ranger Services on **9405 5000**.

Vehicles may be claimed by contacting Manheim Australia on **9267 8888**, and supplying photographic identification in addition to proof of ownership.

An impound fee will be charged at this time.

Vehicles may be subject to disposal if they remain unclaimed for more than two months.

## Off-road vehicles

Off-road vehicles can only be used in permitted areas or on private land with the consent of the landowner. Fines apply for vehicles being used in non-permitted areas.

No vehicles (registered or unregistered) are allowed on environmentally sensitive areas such as beaches, foreshores or dunes.

Visit [wanneroo.wa.gov.au](http://wanneroo.wa.gov.au) for maps and details.

## Graffiti removal

The City removes graffiti from City owned assets, infrastructure and private residential boundary fencing which adjoins public land.

The City is not responsible for removing graffiti from private property, schools, commercial sites, development sites, shopping centres, businesses and public utilities.

## Requesting graffiti removal

You may report graffiti by email, letter, in person, online or phone **9405 5220**.

In instances where graffiti is being removed from private residential boundary fencing, an indemnity from the property owner is required prior.

Photographs are also taken prior to removal and provided to the Police State Graffiti Task Force.

## Graffiti prevention

You can help prevent graffiti through landscaping, lighting, surveillance and protective coatings.

Goodbye Graffiti provides useful information and tips to assist with graffiti removal, reporting and prevention.

For information, visit [goodbyegraffiti.wa.gov.au](http://goodbyegraffiti.wa.gov.au).

If graffiti vandalism occurs on your property or a property you are responsible for, report the incident to the State Graffiti Hotline on **1800 44 22 55**.

## Litter

Littering is an offence and fines may be issued for:

- Incorrectly discarding rubbish in a public place
- Dumping rubbish in reserves or on vacant land
- Depositing domestic or commercial waste in a public bin
- Allowing items to escape from an unsecured load
- Posting publicity material in a public place or on a vehicle without the permission of the owner
- Abandoning shopping trolleys
- Carelessly disposing of a cigarette butt.

Throwing or dropping litter, even unintentionally, is an offence. Dumping rubbish of any kind on any land not specified as a waste facility is also considered littering and attracts the same penalties under the Litter Act 1979.

If you are aware of any illegal dumping contact Ranger Services on **9405 5000** or **1300 138 393** after hours. Our Rangers will investigate requests relating to these matters, and may result in the offenders being issued with an infringement notice or prosecution.

**People who witness illegal dumping should, if possible and without placing themselves at risk, take note of the following:**

- Date, time and place the offence was committed
- Description of the offender
- Vehicle make, model, colour and registration
- Type of litter or nature of the illegal dumping
- Obtain photographic/video evidence.





## Abandoned shopping trolleys

Trolley Tracker™ asks shoppers, the community and local councils to work together to manage trolleys.

We ask shoppers to return trolleys they use and to report trolleys which have been abandoned to reduce the impact on the local environment.

### Trolley Tracker:

Big W, Dan Murphy's, Woolworths and IGA (selected stores).

**1800 641 497** - free call from landline only.

For online reporting, visit [trolleytracker.com.au](http://trolleytracker.com.au)

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### Coles Supermarkets:

Coles, Kmart, Target, Bunnings, Officeworks and First Choice Liquor.

Call **1800 876 553** or email

**1800TROLLEY@coles.com.au**

To report abandoned trolleys from any other stores please call the City on **9405 5000** or

**1300 138 393** after hours.

# Litter and shopping trolleys



## Animal Care Centre

The Animal Care Centre is located at the Ashby Operations Centre, 1204 Wanneroo Road, Ashby. You can collect your dog from the centre seven days a week by appointment only. The Centre is closed Good Friday and Christmas Day.

Prior to being released, payment for micro-chipping is required at the owner's expense. The Animal Care Centre accepts Eftpos and credit card payments only. Dogs which have been picked up by Rangers and are not claimed are re-homed where possible.

Owners whose pets have wandered from home should ring the Animal Care Centre on **9405 5000** or **1300 138 393** after hours to see if their pet has been impounded. If your pet is found by one of our Rangers and is wearing a current registration tag, the City will attempt to contact you.

Impounded cats are temporarily housed at the Animal Care Centre before transfer to the Cat Haven in Shenton Park. If you have lost your cat, please check the City's website and the Cat Haven's lost and found page [cathavenlostandfound.com](http://cathavenlostandfound.com).



## Injured Wildlife

The City of Wanneroo does not deal with injured wildlife, however there are a number of associations that do.

Call the Wildcare Helpline on **9474 9055** for advice. Your local vet may also treat wildlife free of charge.



## Cat owner's responsibilities

The Cat Act 2011 requires all domestic cats six months and older to be:

- Registered with a local government in the name of one person who is aged 18 years or over
- Sterilised (unless used for registered breeding)
- Microchipped so they can be returned to their owner if lost, stolen or straying from their owner's property
- Wear a collar showing their Council registration tag.

Cat registration renewals are forwarded to registered cat owners in October each year. Lifetime registrations are available. Failure to register your cat may result in an on-the-spot penalty.

Please notify the City about any change of address or cat ownership so that our records can be kept up to date, enabling us to contact you should your cat be found.



**Cat ownership**



## Dog owner's responsibilities

The Dog Act 1976 states that dog owners must ensure their dog:

- Wears a collar displaying their Council registration tag when in public places
- Can be confined to the property where it lives
- Is held by a competent person capable of controlling a dog on a maximum two metre lead when in a public place
- Is exercised on a lead, except in designated areas. When in designated areas, the person in control of the dog must carry a lead and use it when required
- Is registered (over three months-of-age) in the name of one person who is aged 18 years or over.

## Registrations

All dogs aged over three months must be registered.

The microchip number must be provided at the time of registration. Dog registration renewals are forwarded to registered dog owners in October each year. Lifetime dog registration is available.

Failure to register your dog may result in an on-the-spot fine. Please notify the City about any change of address or dog ownership so that our records can be kept up to date, enabling us to contact you should your dog be found.





## Dog exercise

Dogs may be exercised on most City of Wanneroo reserves, with the exceptions of:

- Beach reserves, except designated areas
- Frederick Stubbs Park, Quinns Rocks
- Gumblossom Reserve (western oval), Quinns Rocks, dogs must be on lead 8am-4pm on school days.
- Wanneroo Showgrounds
- Kingsway Sporting Complex - dogs may be exercised on a lead only, unless in the dog exercise park, and are strictly prohibited on the netball courts.

It is the dog owner's responsibility to make sure:

- The dog is held by a competent person capable of controlling it on a maximum two metre lead when in a public place.
- The dog is exercised on a lead, except in designated areas. When in designated areas, the person in control must carry a lead and use it when required.

## Dog ownership



## Dog attacks

The City of Wanneroo takes dog attacks very seriously. Please report an incident where you, a family member, or your pet has been attacked by a dog, as soon as possible on **9405 5000** or **1300 138 393** after hours.

Dog attacks carry a maximum penalty of \$10,000, or \$20,000 if the dog has been previously declared a dangerous dog.

To reduce the chance of a dog attack:

- Always keep your dog under control
- Always supervise children around dogs and keep them away from dogs that are sleeping or eating
- Attempt to stand still when approached by a dog
- Avoid eye contact with a dog
- If it is not your dog, leave it alone and call the Rangers.



## Barking Dog Card



### Dear neighbour / dog owner

Please accept this card as a neighbourly notification that your dog is causing concern with its level of:

☐ Barking ☐ Howling ☐ Crying

This mainly occurs ☐ At night ☐ When you aren't home ☐ All day long ☐ On weekends

Comments (specific dates and times, if applicable) \_\_\_\_\_

\_\_\_\_\_

If you would like to discuss this situation further, my contact details are \_\_\_\_\_

(Please leave blank if wishing to remain anonymous)

#### TIPS

##### Quick tips to reduce unnecessary barking

- Restrict the dog's vision through fencing/gates
- Confine your dog to the rear yard, away from passing traffic
- Increase the amount of exercise your dog gets
- Consider if your dog could be kept indoors whilst you're away
- Provide adequate shelter, food, water and toys to keep your dog occupied
- Consider training/retraining
- Seek advice from your vet or an animal behaviourist

The City encourages friendly communication and mutual respect amongst neighbours. In this spirit, a neighbour is providing this information to you with the aim to raise concern for your dog and respectfully asks you to make some changes to remedy this situation.

This card has been kindly supplied by the City of Wanneroo Ranger Services for use by the public. Any comments or information added to this card after publication are not a representation of the City of Wanneroo and its values. You can find further information under the animals and pets section on our website.

wanneroo.wa.gov.au



## Barking/nuisance dogs

If a barking dog bothers you, first speak to the owner and explain your concerns to give the owner the opportunity to resolve the problem.

If unresolved, you can download a 'Barking Dog Card' from the City's website (we can post you one if you need). If the problem continues please contact us on **9405 5000**.

The City has a procedure to administer barking dog complaints from residents. The procedure is a step-by-step process and the successful resolution of a barking dog complaint relies on the full and timely participation of the complainant and the dog owner.

The City cannot act on barking dog complaints without first having the necessary evidence from the complainant supporting their allegation of a nuisance. This evidence will be in the form of diaries and signed complaint forms that satisfy the requirements of the Dog Act 1976.

For further information on the City's procedure and how to obtain dog barking diaries please call **9405 5000**.

## Dog attacks and barking



## Using environmental design to prevent crime

Some simple changes around your home or business can help lessen the opportunity for crime.

### Clear views

The front of your house should always be visible from the front street. A sturdy fence should surround the sides and back of your property.

### Easily identified

Your house number should be clearly visible from the street.

### Lighting

Install sensor lights at the entrance of your house.

### Landscaping

Ensure shrubs and trees around your property are trimmed to allow clear views. Keep them below window height.

### Bin security

Secure and prevent bins from being used as climbing aids.

### Lock external gates

Make sure all external gates are fitted with locks and remain locked when not in use.



### **Lock doors and windows**

Install locks on doors and windows and keep them locked even when you are home. Never leave a spare key outside. If needed, leave your spare key with a friend, relative or neighbour.

### **Identify visitors**

It should be possible to see who is at the door before you open it. Installing a peep hole, security screen or door chain creates a barrier. Do not allow strangers into your house without viewing their identification.

### **House alarm**

Install a house alarm. Make sure it is activated when leaving your property. Have security signs visible.

### **Record valuables**

Mark your property with your license details and keep a record of your valuables.

### **Put tools away**

Always put gardening tools away when not in use.

### **Lock sheds and garages**

Always lock garden sheds and garages.

### **Prevent access**

Ensure placement of additions or belongings do not make it easy for thieves to climb onto your roof.

### **Holiday safety**

Ask a neighbour, friend or relative to check on the house when you are away to give the impression that someone is home. They should collect mail, maintain gardens, open curtains and switch lights on and off.

Be mindful of posting information on social media. Saying you are on holiday suggests you aren't home.



**City of Wanneroo**

23 Dundobar Road, Wanneroo, WA 6065

T (08) 9405 5000

After Hours 1300 13 83 93

Enquiries [wanneroo.wa.gov.au/contactus](http://wanneroo.wa.gov.au/contactus)

[wanneroo.wa.gov.au](http://wanneroo.wa.gov.au)

