



# LEGISLATIVE ASSEMBLY

## FOR THE AUSTRALIAN CAPITAL TERRITORY

### SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),  
Dr Marisa Paterson MLA

### ANSWER TO QUESTION ON NOTICE

Nicole Lawder MLA: To ask the Minister for Transport and City Services

Ref: Domestic Animal Services

In relation to: Communication

1. In the past few months, I have repeatedly heard from residents who have open animal investigations with DAS about the poor communication they are receiving from DAS.

The feedback I've received is that the communication with DAS and the individuals is very poor, calls aren't being answered or returned and DAS employees have reportedly commented that they are under resourced.

Is DAS under resourced?

2. Does DAS have any internal KPI's or metrics relating to communication with residents about open investigations?
3. What was the average time for an investigation into a domestic animal to be completed in the 2021-22 financial year?
4. What was the average amount of times a resident was contacted by an official from DAS during an open investigation into a domestic animal in the 2021-22 financial year?

**Chris Steel MLA: The answer to the Member's question is as follows: –**

1. DAS is currently fully resourced. As with any business unit, recruitment occurs as vacancies arise. DAS, as with other service delivery areas has also experienced increased absenteeism due to COVID-19 which has impacted operations.
2. No, there are no reportable metrics related to communications with residents about open investigations.
3. The average time for an investigation is influenced by a number of factors including the type and severity of offence/incident; the availability and cooperation of third parties from whom evidence needs to be collected; the unpredictability of incoming jobs in a triaged operational response environment affecting the prioritisation of resources.

4. As each investigation case is different contact with the persons (complainant, victim, witnesses, dog owners, evidentiary experts – AFP, vets, doctors, behavioural assessors) involved varies.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature:



Date:

9/9/22

By the Minister for Transport and City Services, Chris Steel MLA