

DELIVERY - MANAGEMENT OF NUISANCE DOGS AND DOG ATTACKS

SECTION 13. MANAGEMENT OF NUISANCE DOGS AND DOG ATTACKS

13.1 ACCIDENT REPORT

13.1.1 COMPLETION OF THE FORM

If a staff member is injured and/or equipment or personal effects damaged by a dog attack, you should arrange for the completion of an Incident Report (Form P400).

Upon completion of the Accident Report you should check it for accuracy and completeness and distribute it as specified on the form.

13.2 PROCEDURES TO ADDRESS DOG PROBLEMS

13.2.1 PROCEDURES

Where there is potential danger to staff as a result of a dog not being restrained and the owner is known, you are to :

- Inform your Officer-in-Charge who will contact the owner personally and request that the dog be restrained while staff are in the vicinity;
- Confirm the request in writing using sample letter "A" followed, if necessary, by sample letter "B"; and
- If necessary, inform the local dog control authority in writing using sample letter "E". Note: The Local Government Authority may require a signed statement from the affected staff member outlining their concerns.

If the dog continues to menace staff:

- Hold mail for counter delivery;
- Inform the owner of the new delivery arrangements; and
- Inform the local dog authority, in writing using sample letter "F".

If a dog attacks a staff member and the owner is known:

If practicable, advise the owner personally that -

- Deliveries will not be made in future unless the danger of further attacks is removed;
- A claim for any costs resulting from the attack will be forwarded;
- The appropriate local authority for the control of dogs will be informed of the attack; and

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- Confirm the advice in writing using sample letter “C”.
- Inform the local dog control authority of the attack using sample letter “E”. Note: The Local Government Authority may require a signed statement from the affected staff member outlining their concerns.

If action is not taken to remove the danger, advise the owner that future deliveries of mail will be made at the counter and inform the local dog control authority using sample letter “F”.

When you know the exact costs resulting from the dog attack, send a claim to the dog owner using sample letter “D”. If the costs exceed \$50.00 and payment is not received within a reasonable time, refer the matter to the Area Postal Manager who will decide what action (if any) should be taken.

If a staff member is attacked by a dog or a dog is a potential danger to staff and the owner is not known:

Advise the local authority or authorities in writing using sample letter “G”. Note: The Local Government Authority may require a signed statement from the affected staff member outlining their concerns.

- If no action is taken, advise the Area Postal Manager so appropriate action under existing local legislation may be taken;
- If injury has been sustained, endeavour to establish ownership of the dog and obtain the costs incurred as a result of the attack.

13.2.2 SAMPLE LETTERS

The sample letters are provided in Appendix 1 of this Section.

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APPENDIX 1

Sample Letter "A"

Dear

I have been advised that you own a dog which has been menacing my delivery staff when they are in the vicinity of your address.

I am sure you will appreciate their anxiety at the possibility of being attacked and the personal injury or other damage that may occur. In the event of an attack the dog owner may be required to meet any medical and other costs involved.

I would appreciate your co-operation in arranging for the dog to be tied up, or controlled, whilst my staff are making deliveries in your area.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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Sample Letter "B"

Dear

Recently, I wrote seeking your co-operation in restraining a dog which I understand you own. The dog has been menacing my delivery staff while they are making deliveries in your area.

Unless precautions are taken to keep the dog under control, it may be necessary to discontinue mail deliveries to your address.

The local dog control authority has been advised.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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Sample Letter "C"

Dear

One of my staff was attacked by a dog which I understand you own. The attack occurred at(location) at(time) on(date).

An account for loss of time/medical expenses/repairs to clothing incurred by the delivery officer is attached/will be forwarded to you. Would you please arrange to pay this account by cash or cheque at the counter of this post office/delivery centre or through the mail if this is more convenient.

Would you please restrain your dog while deliveries are being made in your area. Unless precautions are taken to keep the dog under control, it may be necessary to discontinue mail delivery to your address.

The local dog control authority has been advised.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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Sample Letter "D"

Dear

I recently wrote to you advising of a dog attack on a member of my delivery staff. I explained that loss to time/medical expenses/repairs to clothing were incurred by the delivery officer and that an account would be forwarded to you.

Would you please arrange to pay the attached account by cash at the counter of this post office/delivery centre or by cheque or postal money order through the mail.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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Sample Letter "E"

Dear

One of my delivery staff was attacked/menaced by a dog at
.....(location) at(time) on(date).

I have requested the owner to keep the dog under control while my staff are making deliveries in the area. If the dog is not controlled, it may be necessary to discontinue mail deliveries to the owner's address.

If the danger to my staff continues, I will further advise you so that you may take appropriate action.

(If required) I have attached a signed statement from my staff member outlining their concerns.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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Sample Letter "F"

Dear

On(date), I wrote to you about a dog that had attacked/menaced one of my delivery staff.

(If required) In my original correspondence I attached a signed statement from my staff member which outlined their concerns.

Unfortunately, the owner, Mr/Mrs/Ms of(address) has failed to take adequate precautions to keep the dog under control while my staff are making deliveries in the area.

I would therefore appreciate it if you could take appropriate action to have the dog restrained to enable my staff to perform mail deliveries in that area in reasonable safety.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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Sample Letter "G"

Dear

One of my delivery staff was attacked/menaced by a dog at
.....(location) at(time) on(date) and all
efforts to date have failed to locate the owner.

In the circumstances, I would appreciate it if you could arrange for the dog to be
impounded to enable my staff to perform mail deliveries in that area in
reasonable safety.

(If required) I have attached a signed statement from my staff member outlining their
concerns.

Yours sincerely

Postal Manager/Manager Delivery Centre (whichever is applicable)

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