

## ANIMAL MANAGEMENT – DE-SEXING VOUCHER PROCEDURE

### 1 **Scope:**

This procedure applies to Rockhampton Regional Council employees responsible for processing applications for de-sexing vouchers.

### 2 **Purpose:**

To provide a process for the application, assessment, issue and payment of de-sexing vouchers to eligible persons for cats and dogs.

### 3 **Related Documents:**

#### **Primary**

Animal Management – De-Sexing Voucher Policy

#### **Secondary**

*Animal Management (Cats and Dogs) Act 2008*

Application for a De-Sexing Voucher Form

Payment Exception Authority Form

Payment Exception Authority Procedure

### 4 **Definitions:**

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
De-Sexing Voucher	A voucher to the amount of \$50.00 awarded by Rockhampton Regional Council to eligible persons to assist in reducing the overall cost of de-sexing a dog or cat.
Eligible Person	Eligible Persons as identified in the De-Sexing Voucher Policy.
Participating Veterinary Surgeon	A Veterinary Surgeon who is will accept Council's de-sexing voucher

### 5 **Procedure:**

This procedure sets out the parameters for de-sexing vouchers for cats and dogs.

#### **5.1 Application for a De-Sexing Voucher**

**5.1.1** Applications for de-sexing vouchers must be made by the eligible person on the Application for a De-Sexing Voucher Form and be accompanied by mandatory supporting documentation as per the Animal Management – De-Sexing Voucher Policy.

---

#### Corporate Improvement and Strategy use only

**5.1.2** Proof of current pensioner status may include:

- A copy of a Queensland Pensioner Concession Card issue by Centrelink or the Department of Veterans' Affairs; or
- Queensland Repatriation Health Card – For all conditions issued by the Department of Veterans' Affairs.

## **5.2 Processing Application for a De-Sexing Voucher**

An Administration Officer will assess the application against the eligibility criteria and conditions contained within the Animal Management – De-Sexing Voucher Policy.

**5.2.1** If the application is approved, the Administration Officer will update Council records and issue the approved de-sexing voucher.

**5.2.2** If the application is refused, a letter will be sent to the applicant within five business days of the decision being made.

## **5.3 Presentation of De-sexing Voucher to Participating Veterinary Surgeon**

At the time the animal is admitted for de-sexing, the owner must present the de-sexing voucher to the veterinary surgeon. The owner must pay the required fee directly to the veterinary surgeon.

## **5.4 Participating Veterinary Surgeon Invoice**

The veterinary surgeon will accept the de-sexing voucher from the owner at the time of admission, sign the de-sexing voucher based on acceptance of it and then forward an invoice to Council for the de-sexing voucher amount once the de-sexing has been undertaken.

## **5.5 Processing the Veterinary Practitioner Invoice**

Following receipt of the invoice:

**5.5.1** An Administration Officer will:

- Check the invoice;
- Update Council records; and
- Submit completed a Payment Exception Authority Form and mandatory supporting documentation Accounts Payable for processing in accordance with the Payment Exception Authority Procedure.

**5.5.2** Accounts Payable will:

- Process the Payment Exemption Authority Form for the cash donation and will forward to the applicant;
- Follow any other agreed payment process; and
- Notify Community Standards and Compliance Support Services of the completed transaction.

## **6 Review Timelines:**

This procedure will be reviewed when any of the following occur:

**6.1** The related information is amended or replaced; or

**6.2** Other circumstances as determined from time to time by the General Manager.

---

### **Corporate Improvement and Strategy use only**

**Adopted/Approved:** Adopted, 8 December 2015  
**Version:** 1  
**Reviewed Date:**

**Department:** Community Services  
**Section:** Community Standards and Compliance  
**Page No.:** Page 2 of 3

**7 Responsibilities:**

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Procedure Owner	Manager Community Standards and Compliance
Procedure Quality Control	Corporate Improvement and Strategy

**MICHAEL ROWE  
GENERAL MANAGER COMMUNITY SERVICES**

---

**Corporate Improvement and Strategy use only**

**Adopted/Approved:** Adopted, 8 December 2015  
**Version:** 1  
**Reviewed Date:**

**Department:** Community Services  
**Section:** Community Standards and Compliance  
**Page No.:** Page 3 of 3