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:

<table>
<thead>
<tr>
<th>Council</th>
<th>Rockhampton Regional Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>De-Sexing Voucher</td>
<td>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.</td>
</tr>
<tr>
<td>Eligible Person</td>
<td>Eligible Persons as identified in the De-Sexing Voucher Policy.</td>
</tr>
<tr>
<td>Participating Veterinary Surgeon</td>
<td>A Veterinary Surgeon who is willing to accept Council’s de-sexing voucher</td>
</tr>
</tbody>
</table>

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.
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.
7 Responsibilities:

<table>
<thead>
<tr>
<th>Sponsor</th>
<th>Chief Executive Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Owner</td>
<td>General Manager Community Services</td>
</tr>
<tr>
<td>Procedure Owner</td>
<td>Manager Community Standards and Compliance</td>
</tr>
<tr>
<td>Procedure Quality Control</td>
<td>Corporate Improvement and Strategy</td>
</tr>
</tbody>
</table>

MICHAEL ROWE
GENERAL MANAGER COMMUNITY SERVICES

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

Corporate Improvement and Strategy use only

Department: Community Services
Section: Community Standards and Compliance
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