

Group	ANIMALS
Category	DOG
Type	NUISANCE
Keywords	no lead not on leash
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	Standard Incident Form - NO Caller Address
Roster	Ranger Roster
Options	 Council will attend IF URGENT (eg: risk to people or property) and requires immediate attention If issue is not urgent, an email will be sent for business hours followup Click SUBMIT if issue is NOT urgent and can wait for business hours

Group	RANGER REQUEST
Category	RANGER REQUEST
Type	FROM AIRSTRIP
Keywords	AIRPORT, AIRSTRIP, RANGER
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Advise Caller: I will contact the ranger now and have them return call asapClick SUBMIT to process call

Group	RANGER REQUEST
Category	RANGER REQUEST
Type	FROM CHIEF EXEC OFFICER
Keywords	CEO
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	 Advise Chief Exec Officer you will contact the ranger now and have them return call asap Click SUBMIT to process call

Group	RANGER REQUEST
Category	RANGER REQUEST
Type	FROM POLICE
Keywords	contained wandering found held
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Advise Police you will contact the Ranger now and have them call them asapClick SUBMIT to process call

Group	RUBBISH / WASTE
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Group	ANIMALS
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Category	SYRINGE
Type	DUMPED
Keywords	
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Category	CAT
Type	STRAY CONTAINED FOR COLLECTION
Keywords	contained wandering found held
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	 Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	ANIMALS
Category	DEAD
Type	ON COUNCIL PROPERTY - OTHER THAN ROAD
Keywords	animals public dog cat kangaroo park
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council do not handle this type of issue after hours, an email will be sent for business hours followup Click SUBMIT to process call

Group	ANIMALS
Category	DEAD
Type	ON ROAD/FOOTPATH NOT VERGE
Keywords	animals animal dead dog cat kangaroo
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	ANIMALS
Category	DOG
Type	ATTACK - DOG HAS LEFT LOCATION

Group	ANIMALS
Category	DOG
Type	ATTACK - DOG IS STILL AT LOCATION

Keywords	bite bitten vicious aggressive hazard
Action	Call Ranger Roster
Email/SMS Dropdown	
Form	
Roster	Ranger Roster
Options	 Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Keywords	bite bitten vicious aggressive hazard
Action	Call Ranger Roster
Email/SMS Dropdown	
Form	
Roster	Ranger Roster
Options	 Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	ANIMALS
Category	DOG
Type	STRAY CONTAINED FOR COLLECTION
Keywords	held wandering found
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	ANIMALS
Category	LIVESTOCK
Type	TRAFFIC HAZARD
Keywords	cow horse bull sheep camel goat, livestock, roaming, stray
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	ANIMALS
Category	SHARK SIGHTING - CALL FROM POLICE/SURF LIFE SAVERS/FISHERIES
Type	SIGHTING - CALL FROM POLICE/SURF LIFE SAVERS/FISHERIES
Keywords	beach shark
Action	Call Ranger Roster

Group	ASBESTOS
Category	DUMPING
Type	ILLEGAL
Keywords	
Action	Call Ranger Roster

Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	 Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	ASBESTOS
Category	REMOVAL
Type	ILLEGAL
Keywords	
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	 Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call

Group	TREES
Category	REMOVAL / UNAUTHORISED LOPPING
Type	ILLEGAL
Keywords	
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council do not handle this type of issue after hours Advise caller to call back in business hours and someone will be able to assist Click SUBMIT to process call

Group	COUNCIL PROPERTY
Category	BUILDING
Type	DAMAGE
Keywords	vandalism broken vandalise
Action	Call Ranger Roster
Email/SMS Dropdown	Email 1 - Customer Service
Form	
Roster	Ranger Roster

Group	COUNCIL PROPERTY
Category	Pump Track/Skate Park
Type	DAMAGE/PROBLEM
Keywords	Vandalism
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster

Options	 Council will attend this type of issue after hours Advise caller on call staff will be called to attend. Click SUBMIT to process call
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Group	FIRE
Category	BACKYARD BURNING OFF MINOR
Type	REPORT
Keywords	fire smoke
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council do not handle this type of issue after hours, an email will be sent for business hours followupClick SUBMIT to process call

Group	PARKING
Category	EVENT MAJOR PROBLEMS
Type	REPORT
Keywords	
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster

Options	Council will attend this type of issue after hoursAdvise caller on call staff will be called to attend.Click SUBMIT to process call
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Group	FIRE
Category	INCINERATOR
Type	REPORT
Keywords	smoke burning
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster
Options	Council do not handle this type of issue after hours, an email will be sent for business hours followupClick SUBMIT to process call

Group	PARKING
Category	ILLEGAL PARKING
Type	COMPLAINT
Keywords	
Action	Call Ranger Roster
Email/SMS Dropdown	Email 2 - Rangers
Form	
Roster	Ranger Roster

Options	An email will be sent for business hours followup Click SUBMIT to process call
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Options	IF vehicle is blocking access: Rangers will attend if it is urgent and car is blocking access If not urgent and not causing any blockage, an email will be sent for Business Hours followup. Click SUBMIT IF Urgent and blocking access
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