



**Australian Institute of Local
Government Rangers Inc.**

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www.nswranger.org.au



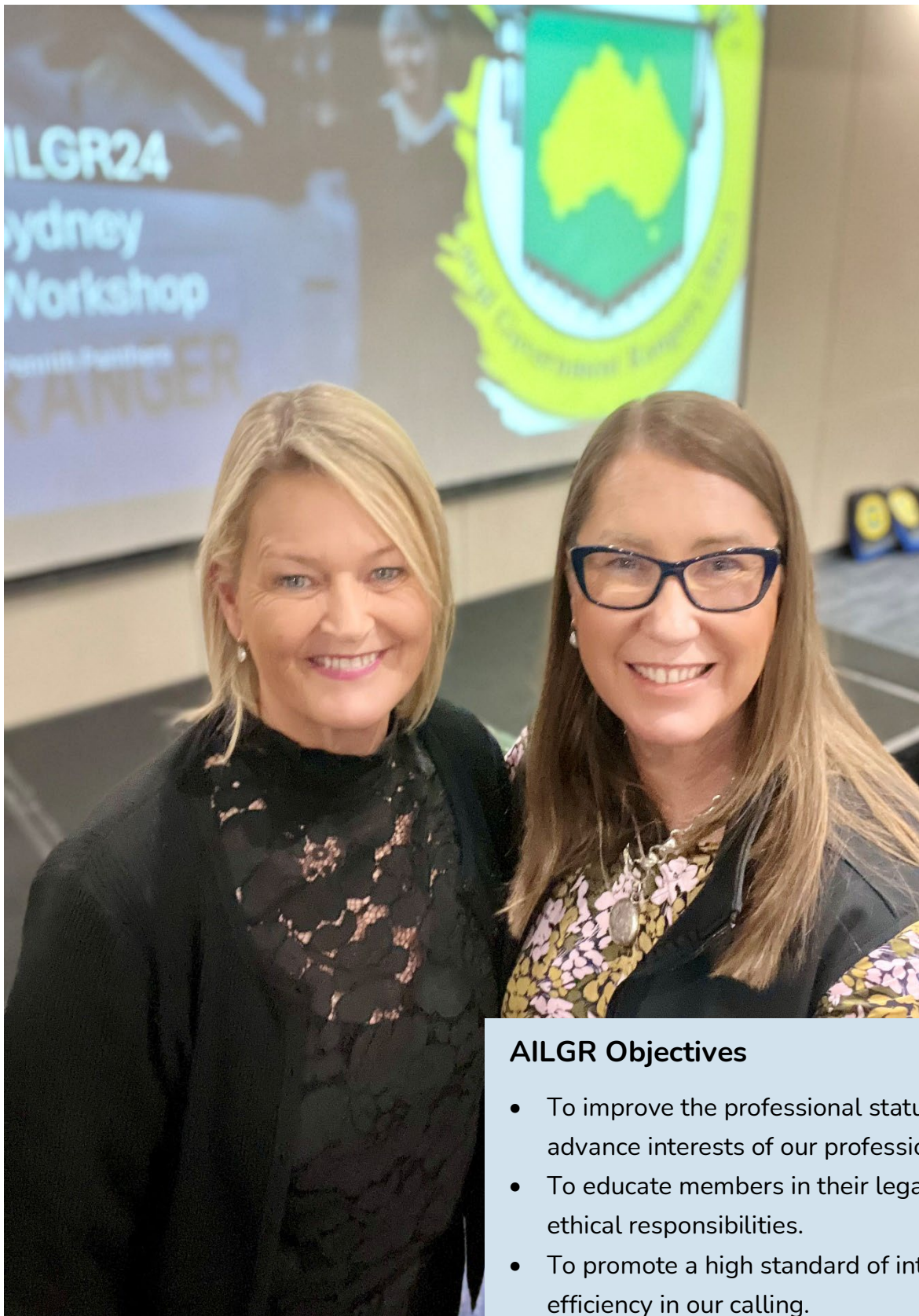
Annual Sydney Workshop Program 2025

**29, 30 and
31 July 2025**

**Panthers Event Centre
83 Mulgoa Rd PENRITH**

*The 3R's: Regulation, risk
and Resilience*





AILGR Objectives

- To improve the professional status and advance interests of our profession.
- To educate members in their legal and ethical responsibilities.
- To promote a high standard of integrity and efficiency in our calling.
- To bring before the public, Government and other appropriate bodies, matters of concern to the Institute or its members.

Workshop Code of Conduct

Australian Institute of Local Government Rangers Code of Conduct

This Code of Conduct outlines the expectations for all members, delegates, sponsors and presenters (collectively known in this document as group members) that attend events delivered by the Australian Institute of Local Government Rangers (AILGR).

Respectful Communication

1. Group members are to communicate with each other in a respectful, courteous, and professional manner.
2. Group members are not to use derogatory language or make disparaging comments directed towards other group members or members of the community when in attendance at AILGR workshops, meetings or similar events.
3. Group members are to respect the opinions of others even if they disagree with them.
4. Members will listen actively and attentively to the views of others.

Professional Conduct

5. Group members are to conduct themselves in a professional manner and will maintain the highest standards of integrity, honesty, and ethics.
6. Group members are not to engage in any behaviour that is illegal, immoral, or unethical.
7. Group members are to respect and uphold the constitution, rules, and regulations governing the AILGR.
8. Group members are to maintain confidentiality in all matters that require it.

Rights of the Executive Committee

9. The Executive Committee reserves the right to exclude any group members who breach this Code of Conduct.
10. The Executive Committee will investigate any complaints received in a fair and impartial manner.
11. The Executive Committee will inform the member of any alleged breach and allow them to respond to the allegations.
12. The Executive Committee will communicate the outcome of the investigation to the member concerned.
13. The Executive Committee's decision will be final and binding.



Conclusion

The Code of Conduct is a guide for behaviour and conduct that is expected from all group members at AILGR events. Group members are encouraged to uphold the Code of Conduct and to report any breaches to a member of the Executive Committee for investigation. The AILGR is committed to providing a safe, inclusive and respectful environment for its group members.

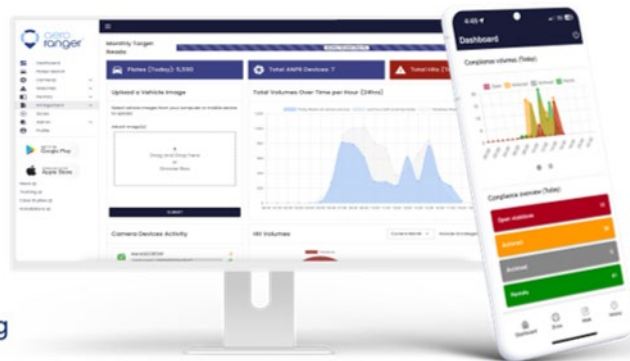


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Simon Stainton
sstainton@adr.co.nz



About The Event

For 50 years, the Australian Institute of Local Government Rangers, through its various names, have held a workshop almost every year on the last Tuesday, Wednesday and Thursday in July.

The workshops are designed to increase the skills, training and professionalism of our members in the industry.

Presenters with a vast array of skills and knowledge, from all walks of life are invited to deliver relevant training and information to allow our members and delegates to continuously improve their own knowledge and work practices. Additionally, throughout the year, the Institute have held regional seminars that are tailored for each specific region.

The committee are pleased to present the program for the 2025 AILGR Sydney Workshop.

Who should attend? All council officers, managers and elected officials involved in regulatory and enforcement activities.

AILGR25 accommodation

We have partnered with both the **Mecure Penrith** and the **Pullman Hotel** for special bed & breakfast rates for delegates. Both accommodation options are close and convenient, and with free car parking.

MERCURE PENRITH

Standard room \$195.00 bed and breakfast per room per night – single occupancy

Superior room \$217.00 bed and breakfast per room per night – single occupancy

Buffet Breakfast will be available at the Kelly's Restaurant, The Panthers Club

Pullman Hotel

Superior King Room (only 20 available each night)

\$250 per night, room Inclusive of one buffet breakfast

\$275 per night, room Inclusive of two buffet breakfasts.

PLEASE NOTE: Special rates are only available until 22 July 2025 and are subject to availability.



Dress code

Workshop delegates can wear their council uniform or relaxed casual dress during the day. Delegates attending the dinners are asked to wear smart casual.

Workshop venue

Panthers Event Centre
83 Mulgoa Road, PENRITH

**BOOK TICKETS AND
ACCOMMODATION HERE:**

AILGR25.eventbrite.com.au



Our Key Speakers



Cassandra Boyce

AILGR legend & solicitor

Cass first began working in the veterinary industry in the mid 90's before moving into various local government roles around New South Wales. For over 25 years, Cass worked as a Ranger, finally settling at Gilgandra Shire Council where she first became intimately involved with the Institute and from where most of our members would recognise her name.

Cass was also responsible for helping to steer the Institute and workshops in more recent times and unbeknownst to most – at the same time as she studied for her Law Degree. In 2022, Cassandra successfully completed her legal studies and transitioned into the role of a solicitor, extending her commitment to serving the community and advocating for the underprivileged. While her departure may be felt within our ranks, there is no doubt that Cass's dedication and passion, once enjoyed exclusively by the Ranger industry, now assists the broader community with her unwavering support and knowledge.



Dr Diana Rayment, PhD

Australian Institute of Animal Management

Diana holds a PhD in Animal Science focusing on applied behaviour assessment in dogs. She has worked hands on with dogs for over 20 years, including as a dog trainer, in shelters, and as a behaviourist working with private clients and organisations on complex behaviour cases and aggression assessments.

Diana has been a Board member of AIAM since 2019, and has experience in university and TAFE teaching, research, consulting, and program development in companion animal behaviour, welfare, and management.

Our Speakers



Helen Goodyear

Australia Post

Helen began her career 32 years ago as a Postal Delivery Officer, with experience encompassing Delivery, Hub Operations, Transport, Parcel Delivery, Parcel Processing, and Safety in both state and nationally based positions. Her passion for improving health and safety outcomes led to a secondment as a Safety Lead in the Network Safety Team, where she spearheaded a cultural shift in leadership and engagement across the national landscape of Australia Post. Her current role is Head of Last Mile NSW/ACT, which encompasses all of Australia Post's Pick Up & Delivery teams.



Joanna Smith

Solicitor

Joanna's legal practice has been in private criminal defence advocacy and in the community legal sectors. Criminal advocacy was especially challenging and has sharpened her skills in analysing facts and court attendance notices. Joanna is married to an ecologist and together they homeschool four children. Prior to her legal career, she managed the writing and research for a family media business. She has also obtained degrees in education and journalism. Most importantly, her dad was a Town of Cambridge ranger for a decade. She has a lot of fond memories being with her dad during a few of his rounds ... doing clearways and the occasional visit to a home or the pound.

Joanna is now in private practice, having recently started her own practice in the Blue Mountains.



Jay Barry

Lawyer, Moray and Agnew Lawyers

Jay has been a Lawyer at Moray & Agnew Lawyers in Newcastle since 2023. During this time, Jay represented Central Coast Council at the Coronial Inquest into the Death of MJ in 2024. Before this, Jay worked as an Environmental Consultant for the Sustainability Support Group Pty Ltd and was a Document Management Specialist at Western Mining Solutions before that.

Our Speakers

Meegan Sunderland

Revenue NSW

Meegan Sunderland is an Advisor within the Client Advisory & Support Team at Revenue NSW.

Meegan has 22 years' experience in Fines Management. Prior to joining Revenue NSW, Meegan worked at the Department of Public Works and Services in eCommerce and the NSW Premiers Department in workforce planning. Prior to joining the public service, Meegan worked in the private sector in the manufacturing and banking industries.



Trevor Lawson

Director – Asia Pacific Region, Verbal Judo Australia

With over 20 years' experience as frontline security in the health sector, and as an instructor in management of aggression strategies and customer services skills, Trevor Lawson knows that Verbal Judo principles work. Trevor was trained and certified as a Verbal Judo Associate by Will King, former Director of Verbal Judo Australia and is a passionate and dynamic presenter of Verbal judo.



Jane Condell

Revenue NSW

Jane Condell is an Advisor within the Client Advisory & Support Team at Revenue NSW.

Jane has worked with Revenue NSW for 9 years, predominantly in fines management. Prior to joining Revenue NSW Jane worked for other NSW Government agencies and the private sector in the agricultural, mining and construction industries.



Jason Scarborough

Principal Consultant, JS Regulatory Services

Jason is a highly experienced and motivated specialist in compliance, regulation, and investigation with over two decades of experience in regulatory roles across state and local governments. He has an extensive skill set that includes the full spectrum of compliance, regulation, and investigation from both a strategic and "hands on" perspective.



Our Speakers



Kate Drysdale
Willoughby City Council

Kate is the Parking/Compliance Coordinator at Willoughby City Council and is passionate about investigating and acting against individuals misusing mobility permits and those that litter in our community. When not championing these important issues, she is a Rugby League tragic and apparently the public face of the AILGR!



Tony Gabrio
Manager, BARC

Tony is the Manager of the Blacktown Animal Rehoming Centre (BARC), the largest animal impounding facility in the Southern Hemisphere. With a background in construction and formal qualifications in project management and leadership, Tony played a pivotal role in the design and construction of this state-of-the-art \$36 million facility. Tony brings a progressive and compassionate approach to animal shelter operations, redefining what a modern council pound can and should be.



Alex Zbaras
Principal Policy Officer, Revenue NSW

Alex has over a decade of Federal and State Public Sector experience. Alex joined Revenue NSW in 2021 in the Technical Advisory & Support Branch, where he provides policy and legislation advice and support across the Fines, State Debt and Tax businesses. Prior to joining Revenue NSW, Alex worked in areas including Commonwealth taxes, disability access and inclusion, and domestic and family violence support.



Daniel Kennedy
Wollongong City Council

Daniel has dedicated 17 years to Local Government, primarily in leadership, compliance, and animal management and care roles. In December 2023, he was appointed as the Project Director for Animal Care & Impounding Services at Wollongong City Council. His extensive experience and dedication to animal welfare ensures the community receives high-quality animal care services.

Special Guest Speaker



Pat Stuart

Serious Dog Business & The Canine Paradigm

Pat is a certified NePoPo® instructor as well as an active competitor in PSA, a certified decoy and the PSA Assistant Regional Director for Australia.

Pat's quite good with dogs, but his greatest strength comes in educating people, and he has a passion for passing on his knowledge in a way people can go out and implement immediately. Pat is the co-host a podcast named *The Canine Paradigm* where he loves to share his knowledge and interact with the broader dog training community.

Pat Stuart is a Sydney-based dog trainer who spent 12 years in the Army Special Forces before transitioning to professional dog training.

Since 2015, he has focused on helping both enthusiasts and professionals better understand canine behaviour. Pat works with pet owners, sport dog competitors, and police and military units, and is active in Protection Sports Association (PSA), where he also serves as the Assistant Regional Director for Australia.

He co-hosts the podcast *The Canine Paradigm* and shares his knowledge through popular online courses like *The Wavetops*.



12 years Army
Special Forces



Protection Sports
Association Regional
Director



Co-host of *The
Canine Paradigm*
podcast

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Day 1 – Rangers Day

08:00-8:30

- **Delegate registration & welcome**

Delegate registration will take place in the pre-function area.

Mr Ian Checuti, Workshop Master of Ceremonies, Welcome to Country and Code of Conduct.

08:40-9:00

- **Opening address**

Mr Brett Whitworth is the Deputy Secretary, Local Government as a part of the Office of Local Government's leadership team.

09:00-09:40

- **The Public Spaces (Unattended Property) Act two years on**

Ms Tori Fennel and Ms Laura Vidmar, Office of Local Government.

09:40-10:20

- **Revenue NSW update**

Ms Meegan Sunderland, Revenue NSW.

Morning tea

10:40-10:50

- **Sponsor presentation**

10:50-11:20

- **Australia Post: managing delivery risk**

Helen Goodyear, Animal-related incidents remain a serious safety concern for Australia Post. The rise in online shopping means our delivery teams are entering properties more often, increasing their exposure to unrestrained dogs. This presentation will outline our experience in managing these risks and highlight the strategies we've implemented

Day 1 – Rangers Day cont.

11:20-13:20

- **Verbal judo**

Mr Trevor Lawson. Verbal Judo is a specialised programme designed to improve professionalism, decrease risk and staff stress, and increase safety in your workplace.

Lunch

14:00-14:40

- **Presentation topic TBC**

Ms Cass Boyce & Joanna Smith. TBC.

14:40-15:20

- **Identifying unattended vehicles**

Mr Shannon Bonnar, Vehicle Identity Unit Transport for NSW.

Afternoon tea

15:40-16:20

- **Maximising evidentiary value under POEO Act**

Mr Jason Scarborough, JS Regulatory Services.

16:20-17:00

- **Managing public places – Byron style**

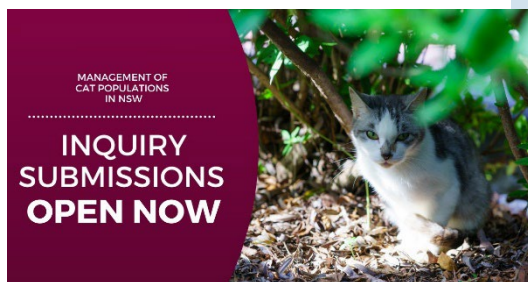
Ms Sarah Nagel. Discusses how Byron Council manages homelessness and camping in public places.

18:30-21:00

- **Informal dinner – Hunter Room**

Join the AILGR Vice President in presenting long service awards and an address to AILGR members.

Breakout workshops



Cat management: future options?

Conference Day Two

Dr Diana Rayment

16:20-17:00, The Boardroom

Firearm safety.

Conference Day Two

Tim Featonby, Firearm Safety & Training.

Will show us how can you manage the risks associated with firearms use & safety at your council.

14:00-14:40, The Boardroom

New Sheep and Goat eID Tags.

Conference Day Two

Kiowa Fenner, LLS. The new Sheep and Goat Traceability tags - Dept Primary Industries

14:40-15:20, The Boardroom

Re-homing, re-thought.

Conference Day Two

Wollongong City Council. See how the City of Wollongong have re-thought the challenges of re-homing.

15:40-16:20, The Boardroom



Day 2 – Animal Day

08:00-08:30

- **Registration & welcome for day 2 delegates**

Delegate registration will take place in the pre-function area.

Mr Ian Checuti, Workshop Master of Ceremonies, Welcome to Country and Code of Conduct.

08:40-09:20

- **Revenue NSW**

Ms Jane Condell, Revenue NSW.

09:20-10:00

- **The NSW Pet Registry**

Pet Registry Project, Office of Local Government.

10:00-10:40

- **Review of the Companion Animals Act**

Ms Laura Vidmar & Mr Matthew Dimmock. How the NSW Government will be analysing review submissions and formulating the next steps of the review, including further public consultation opportunities.

Morning tea

11:00-11:10

- **Sponsor presentation**

11:10-13:10

- **Why does a dog bite?**

Mr Pat Stuart. Pat's two-hour presentation aims to provide delegates with a better understanding of why a dog may choose to bite, when they will make that choice, and how to plan for interactions on a property. He will discuss how to assess the threat, consider containment options, and decide which tools will best minimise damage to the dog and, more importantly, to the ranger attending (and anyone around).

Lunch

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Day 2 – Animal Day cont.



13:50-14:00

- **Sponsor presentation**

14:00-14:40

- **Risk management in dog related incidents**

Dr Di Rayment PhD, Will be introducing a framework for assessing and discussing factors to consider for mitigating risks associated with dog attack incidents and considerations for dealing with requests for review of a declaration.

14:40-15:20

- **Dubbo pound upgrade**

Helen Eyre, Manager Environmental Compliance Dubbo City Council will take us through the design, build and use of their new pound.

Afternoon tea

15:40-16:20

- **Inquest into the death of MJ**

Mr Jay Barry, will be taking us through his experience as a part of the coronial inquest into a fatal attack by a pet dog in July 2021, its findings and recommendations.

16:20-17:00

- **Presentation topic TBC**

Ms Cass Boyce & Joanna Smith. TBC.

18:30-21:00

- **Formal dinner – Hunter Room**

Join the AILGR President in presenting the annual awards for Officer of the Year and Team of the Year and celebrating the 50th Anniversary of the AILGR.

Day 3 – Parking Day

08:00-08:30

- **Registration & welcome for day 3 delegates**

Delegate registration will take place in the pre-function area.

Mr Ian Checuti, Workshop Master of Ceremonies, Welcome to Country and Code of Conduct.

08:40-09:20

- **Fines Amendment (Parking Fines) Act.**

Alexy Zbaras, Revenue NSW and others, will be leading a panel discussion on the recent Fines Amendment (Parking Fines) Regulations. Have your questions ready!

09:20-10:00

- **Presentation topic TBC**

Kate Drysdale, Willoughby City Council.

10:00-10:40

- **Mental health in a regulatory role**

We are honoured to have a speaker from Beyond Blue here today to present their journey of hope, recovery and resilience living with an anxiety/depression condition.

Morning tea

10:00-10:40

- **Sponsor presentation**

11:10-13:10

- **Giving evidence in Court**

Cass Boyce & Joanne Smith, Western Region Legal Services. Mock court proceedings putting the parking ranger through their paces - Have you met your proofs?

13:10-13:20

- **AILGR25 wrap up & lunch**

Mr Ian Checuti, Workshop Master of Ceremonies

The Beyond Blue presentation will involve discussion of a personal story and experiences with a mental condition and may touch on the theme of suicidality. For some of you, it may be difficult hear this story, especially if you have experienced a mental health condition yourself or supported a friend or family member. The talk is completely optional and if you're worried that the content may be triggering or upsetting you don't have to stay, and you may also leave at any time during the presentation. Afterwards, there will be time for questions, and we encourage you to check in with yourself and your workmates/friends/peers and take some time to look after yourselves and one another. Please reach out to your manager, our EAP, the Beyond Blue support service or Lifeline on **13 11 14** if you need further support. Thanks.

F.A.Q.

Top Tip. To prevent waste, minimal copies of the program will be available at the Workshop. Bring your own copy or download to your smart phone or device!

The Institute understands that quality, relevant and contemporary presentations are vital to a successful Workshop. We also understand that it is essential it goes smoothly! To help you focus on the information being provided, here are some Frequently Asked Questions to help you along the way.



Where is morning tea, lunch and afternoon tea?

Morning tea, lunch and afternoon tea will be served in the Jamison Room daily. Please ensure that Workshop lanyards are worn to assist with Workshop catering. Tea and coffee are available all day in the pre-function area.



I have special dietary needs. Will I be catered for?

Absolutely. Gluten, halal, vegetarian and vegan meal options should be selected when purchasing your Workshop tickets, or Dinner add-ons. If you have any dietary needs in addition to these options, please send an email with details to admin@nswranger.org.au and we will do our best to ensure that you are catered for.



Is there parking available on site?

There is free parking for all delegates on site at Panthers. The Workshop also puts delegates within 10 minutes of the Penrith CBD and train station.



If I can't go, can someone else take my place?

You can transfer your registration to another person to attend in your place for a small administrative fee. If you are unable to attend and would like to request a refund more than seven days before the Workshop, please email us at admin@nswranger.org.au



Will the Workshop presentations be live-streamed?

Workshop presentations will not be live-streamed. Copies of most presentations will be available for AILGR members on the website after the Workshop where possible.



Australian Institute of Local
Government Rangers Inc.

We hope you enjoy the Workshop!

If you have any questions, please get in touch with us.

Join or renew your membership now.

AILGR membership provides you website access to member's only information and resources, inclusion to the AILGR email forum, access to sponsor special prices, an annual gift at the workshop for every membership renewal, eligibility to vote and it supports the Institute to improve our professional status and represent the interests of our industry. Follow the link to renew or join: www.nswranger.org.au

AILGR26

We're already planning for next year's Sydney Workshop. If you have any ideas or suggestions about what you would like to see or do in 2026, drop us a line **anytime** at info@nswranger.org.au, with *2026 workshop suggestion* as the subject line.

Contact Us

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www.nswranger.org.au

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TORONTO NSW 2283

