



POLICY NAME: Operational Management

Date Written: 23 March 2026

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Introduction

Fetch Club Group provides premium dog daycare and overnight boarding services in Albion, Brisbane. As a veterinarian-owned and operated facility, we are committed to maintaining the highest standards of animal welfare, operational management, and customer service.

This Plan of Management outlines the operational framework for the proposed Fetch Club facility at 26A Wallace Street, Albion, and details the measures that will be implemented to effectively manage:

- Operational Management
- Waste Management
- Noise Management

The proposed facility will provide a valuable community service by meeting the growing demand for professional pet care within Albion and surrounding suburbs. In addition to creating local employment opportunities, the facility will contribute positively to community amenity by reducing the incidence of unattended dogs and associated nuisance barking within residential areas during daytime hours.

1. Operational Management

The proposed use comprises a premium dog daycare and overnight boarding facility. Dogs will be dropped off and collected by their owners during designated operating hours, with all animals receiving supervised care, enrichment, exercise, and rest throughout their stay.

1.1 Hours of Operation

The standard operating hours for the Fetch Club facility are proposed as follows:

Dog Daycare Operations

- Operating Hours: 6:30am to 7:00pm, seven days per week.
- Owner Drop-Off and Collection: 7:00am to 7:00pm.
- The period between 6:30am and 7:00am is restricted to staff arrival, facility preparation, cleaning, and other internal operational activities.
- No customer arrivals, dog admissions, or outdoor activities will occur prior to 7:00am.

Daily Activity Patterns

- Peak drop-off period: 7:00am to 9:00am.
- Peak collection period: 4:00pm to 7:00pm.

During operating hours, dogs will participate in supervised play, socialisation, rest periods, feeding, enrichment activities, and basic grooming services within the facility.

1.2 Dog Capacity and Staffing

The facility is designed to accommodate a maximum of 60 dogs at any one time.

A minimum of two trained staff members will be present on-site at all times. Staffing levels will be scaled in accordance with occupancy, maintaining a minimum ratio of one staff member per 20 dogs.

While the facility has capacity for up to 60 dogs, average daily attendance is anticipated to be significantly lower than this maximum capacity.

1.3 Dog Management

The safety, wellbeing, and comfort of all dogs in our care is our highest priority. Comprehensive management systems and operational procedures have been developed to ensure a safe, controlled, and enriching environment for all animals.

1.3.1 Health and Safety

The following measures will be implemented:

- All dogs must provide current vaccination records prior to attending the facility.
- A comprehensive client and canine management database will be maintained, recording all relevant health, behavioural, and emergency contact information.
- All dogs are required to undergo an initial behavioural assessment to determine suitability for a group daycare environment.
- Dogs displaying aggressive or unsafe behaviour will not be accepted into the program.
- Dogs must enter and leave the premises on a lead and under the control of their owner.
- The facility maintains arrangements with a local veterinary clinic to provide emergency veterinary treatment if required.

1.3.2 Activity Yards and Supervision

The facility incorporates four dedicated activity yards, allowing dogs to be grouped according to size, temperament, age, and play style.

Additional management measures include:

- Continuous supervision by trained staff during all group play sessions.

- CCTV monitoring throughout the facility to support animal welfare, operational oversight, and quality assurance.
- Internal fencing constructed from non-porous PVC materials to facilitate effective cleaning, hygiene management, and safe animal separation.
- Dedicated quiet and time-out pens located within activity areas to provide short-term rest periods and assist with behavioural management where required.

2. Waste Management

Fetch Club Group is committed to maintaining a clean, hygienic, and environmentally responsible facility.

2.1 Waste Collection and Storage

Organic and incidental waste generated on-site will be managed in accordance with the following procedures:

- Waste will be collected regularly throughout the day and placed into sealed, lidded receptacles located within designated internal waste storage areas.
- Smaller waste bins will be emptied into larger lidded collection bins prior to scheduled removal.
- Waste will be removed from the site weekly by a licensed private waste contractor.
- On collection days, bins will be placed out for collection by staff and returned promptly following service. Bins will not remain on the street frontage beyond 5:00pm.
- Waste storage areas and receptacles will be cleaned and sanitised regularly using hospital-grade disinfectants and appropriate personal protective equipment.
- Cleaning procedures will be undertaken in a manner that prevents contaminants from entering the stormwater system.

These measures ensure that waste is managed safely, efficiently, and in accordance with environmental best-practice standards.

3. Noise Management

Noise management has been a key consideration in both the selection of the site and the design of the proposed facility.

The building's construction, combined with proactive operational practices and behavioural management procedures, will minimise the potential for noise impacts on surrounding properties.

Key noise management measures include:

- Dogs will not be permitted to engage in prolonged or excessive barking.
- Staff are trained to identify and address behaviours that may contribute to excessive noise.
- Where barking occurs, staff will intervene promptly through redirection, enrichment activities, supervised interaction, or temporary placement in designated quiet areas.

- The facility's daycare model provides regular stimulation, exercise, socialisation, and enrichment, significantly reducing behaviours associated with boredom, anxiety, and nuisance barking.
- The existing building structure provides substantial acoustic containment and assists in limiting noise transmission beyond the site.
- Rodney Stevens Acoustics has been engaged to prepare a comprehensive Acoustic Assessment evaluating the predicted noise impacts associated with the proposed use. The acoustic report accompanies this application.
- The proposed operation does not generate additional dogs within the community; rather, it temporarily relocates dogs from residential environments—where barking may have greater impacts on sensitive receivers—to a purpose-designed and professionally managed facility within a less noise-sensitive setting.

Overall, the proposal is expected to have a neutral to positive effect on local amenity by reducing the occurrence of daytime nuisance barking within surrounding residential areas.

Conclusion

Fetch Club Group is committed to operating a premium, professionally managed dog daycare and boarding facility that prioritises animal welfare, community amenity, and responsible business operations.

Through the implementation of robust operational, waste, and noise management measures, the proposed facility at 26A Wallace Street, Albion will provide a valuable service to the local community while maintaining high standards of environmental performance and neighbourhood compatibility.