

INQUIRY INTO THE GREYHOUND WELFARE AND INTEGRITY COMMISSION HEARING –
Thursday 30 June 2022 SUPPLEMENTARY QUESTIONS Natalie Panzarino

1. Please elaborate on the injuries greyhounds that have been in your care have been received with and provide evidence where possible.

Many greyhounds are surrendered to us with injuries and illness, I shall share some examples below. This is far from a complete list.

"Margreyt" received with a badly broken leg that had not been set or plated, had healed out of alignment and required amputation. Additional; large scars across rump and chest/neck.

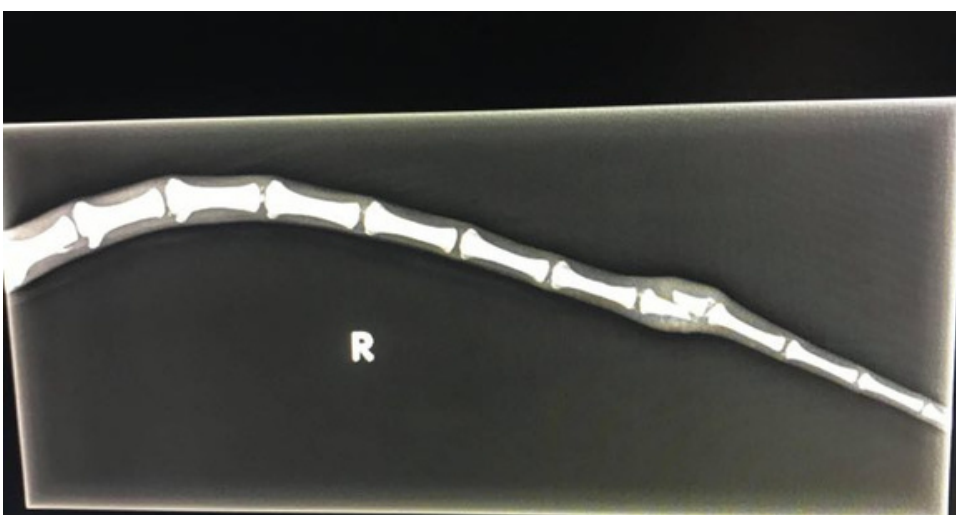
"Pink" surrendered with a missing tail and an open wound where her tail should have been.

"Panza" surrendered with a large open wound at desex site, operation was noted to have been weeks prior. There were flies in the wound. required extensive debriding.

"Nova" surrendered with a broken leg.



"Ophelia" surrendered with a broken tail.



"Cheyanne" surrendered with a large open wound, infected.

"Clifford" with rotten teeth.

"GreyM" with a large open wound that required surgery and a tumor on his eye.

"Ginger" with parts of her ears missing.

"Eli" underweight, parasites.

"Gerry" larvae open wound

"Gandalf". large open wound

"Marceline", extensive damage to skin on feet (possibly burns), unexplained pattern of bruising across entire chest area.



Litter of eight puppies, significant worm infestation in all puppies, fleas also present.

"Denver" desex stitches in-situ 9 months post-op, irritation and broken skin, weeping

2. Please elaborate on the process you follow to rehabilitate a former racing industry greyhound to be pet-suitable from a psychological and behavioural perspective, including how you overcome barriers to rehabilitation that may be cited as preventing attempted rehabilitation by other organisations.

Our approach involves a combination of:

- Screening potential adopters through a thorough and rigorous adoption process
- Education for adopters through our adoption process and post-adoption support
- A force-free training approach and rehabilitation programs that allow the hound to work at their own pace at our facility.

The key to setting hounds up for success is to avoid putting them in situations that set them up to fail. Acknowledging their life experience, and the fact that almost all of them missed out on appropriate and typical socialisation in their critical socialisation period, is key to our approach. Many hounds are understandably highly-strung and nervous in new situations, which can lead to fear-based behaviours (including aggression).

We embed trust-building and positive reinforcement into all of our practices and educate our volunteers on using gentle approaches and force-free techniques. Building resilience and problem-solving skills is important, as many hounds have not had the opportunity to make choices and to solve problems, leading to them having difficulty approaching new situations.

We have purpose-built sensory garden spaces that were funded by a private grant and fundraising designed to encourage exploration and independent problem-solving, and also equipment that we use to train confidence-building and problem-solving, as well as basic skills that a hound may need in their new life, such as navigating stair cases and small spaces.

We find that many hounds have underlying pain, which can account for some behavioural issues. Addressing medical concerns is the first step in addressing behavioural concerns. We also are open to using medication to help with anxiety etc with a good success rate.

We use desensitisation and counter-conditioning to introduce hounds to children and to other breeds of dog. Firstly we assess comfort levels of each hound and then tailor our approach to working with each hound. This process also informs our match-making process.

Greyhounds are matched to suitable adopters through a thorough process with embedded education. Ensuring that the family and their lifestyle is a good fit for each greyhound and their challenges and stage of rehabilitation is important, as well as post-adoption support.

3. What do you see as the solution to the poor conditions to the greyhounds being surrendered from industry participants to your organisation directly?

If there are higher welfare standards within the industry, and participants are ensuring that their dogs are well cared for, appropriately vaccinated and treated for parasites (worms/fleas/ticks), housed appropriately, socialised, and that they receive veterinary attention for illness and injury, then we will receive fewer hounds in poor condition.

In theory, if all of the codes set out by GRNSW and GWIC are being met then we shouldn't be receiving dogs in poor condition at all.

As I outlined in my speech before the committee, increasing the resources available to GWIC and their power to enforce the codes means that there will be better regulation, and ultimately fewer welfare issues.

4. When you receive dogs surrendered by industry participants directly that are in poor condition, what process if any do you follow to notify GWIC or other organisations and/or enquire further about their health and wellbeing history from their previous owner?

Upon intake, participants are asked to complete a history form detailing the hound's basic information as well as information on their health and health history, injuries (past and current) and elements such as socialisation and housing. We also collect vet records on desexing and vaccination when applicable.

We undertake an inspection report which involves a physical examination of the hound for any signs of injury and illness and we record that information on our own internal paperwork. We seek veterinary attention if required.

Our intake process is now part of GWIC's e-tracking program, so we use a device provided by GWIC to scan the hound's microchip that informs GWIC that the hound has arrived in our care. This is a recent practice, commencing in June 2022. It is our understanding that there will be further developments to the system whereby we can report concerns directly within the system; at present we can mark the hound's condition 'poor' or 'good'.

If there are concerns about the hound then we complete a report to GWIC using their Whispli online reporting system. Prior to the widespread use of the Whispli system we would email our concerns.

On occasion we may place a phone call to GWIC to advise them of immediate/pressing concerns. Examples of that include times when our volunteers that were doing a 'transport' (ie. collecting a hound from the participant for transport to us) had grave concerns for the welfare of the participant themselves.

There are also circumstances when we have not received a hound directly from the participant but via a third party, in cases where the hound is currently registered on a racing chip rather than a companion animal we may also report to GWIC. Examples of this include hounds that were unclaimed or surrendered at pounds or veterinary clinics and we have concerns that there may have been other hounds involved, or that there appears to have been a breach of rules around rehoming.