



-INFORMATION- DESIGN-CENTRE

Plain Language Assessment

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Background

In 2017, Logan City Council embarked on a website redevelopment project. As the project progressed, it changed from a simple redevelopment into a full transformation of the council's website.

The Council recognised its existing website no longer served its needs. The 10-year-old site:

- ◆ Contained 1,080 pages and 5,571 linked PDFs
- ◆ Was maintained by 138 active editors under a decentralised model
- ◆ Was difficult to navigate and complex (with readability tests suggesting that much of the site's content was written to suit a postgraduate-level audience).

Following a website review, Logan City Council decided it needed more than a website facelift. Council approved funding for a new website in the 2018/19 budget. It set out to build a modern, simple, usable, accessible website that responded to community needs and community interests. The website project involved four stages:

1. Initial research – to examine the current website from users' and stakeholders' perspectives and compare it with the websites of other councils
2. Site redesign – to review and rethink every aspect of the site's structure, navigation, content and self-service tools
3. Implementation research – to test the new site and receive user feedback prior to the launch
4. Ongoing review, reflection and development – to continually improve and update the new site.

Logan City Council's new website was driven by a vision to enact their 'community first' value, which states:

We work together to know our customers' needs so we can deliver what matters and what makes a difference. We make decisions with empathy and recognise that our community's needs are at the core of every decision we make now and into the future

To achieve this, Logan City Council:

- ◆ Established the website transformation project within its Customer Experience and Community Engagement Branch (a shift away from the council's traditional marketing lens to a more customer-centric focus)
- ◆ Adopted a centralised website model, with content managed by a website team who worked closely with the 138 subject matter experts and content owners. The centralised model is an important part of council's 'One Council, One Voice' vision.

Logan is a diverse, rapidly growing city approximately 30km south of Brisbane. Key data about Logan residents include:

- ◆ 327,000 residents, with a 1.9 percent growth in the previous 12 months
- ◆ 217 different cultures are represented in the population
- ◆ 50 per cent of residents are aged 34 or younger, with 22 per cent under 15
- ◆ 25 per cent of residents were born overseas
- ◆ 16 per cent of residents speak a language other than English at home
- ◆ 36 per cent of residents left school at Year 10 or earlier
- ◆ 6 per cent of residents need help in their lives due to disability
- ◆ More than 600 residents are vision impaired.

Logan City Council's goals for its website included high-level compliance for website accessibility and plain English. To achieve this, council committed to developing a website that:

- ◆ Uses plain, simple language
- ◆ Presents content that is easy to scan and quick to read
- ◆ Minimises attached PDFs and other non-accessible documents
- ◆ Works well with assistive technologies including voice readers and an automatic translator
- ◆ Improves ways for the community to interact with the council, including improved self-service options
- ◆ Provides a website architecture that suits the council's needs for the foreseeable future, in a way that is customer focused, dynamic and updatable.

Initial research (relevant for Silver accreditation)

Assessment

The user and stakeholder research conducted by Logan City Council for its website redevelopment meets the requirements for Silver PlainLanguagePro accreditation. Logan City Council actively sought input from users and stakeholders, reviewed industry best practice, and incorporated its research findings into all stages of its website development.

Initial customer research

Logan City Council began its website review in March 2017 with a survey to explore users' opinions of the existing site. The survey was conducted in two parts:

- ◆ A pop-up survey on the website (911 responses)
- ◆ A survey promoted in multiple ways – via a link on the website, social media, council's 'have your say' database, libraries and customer service centres (373 responses). The survey included options for participants to respond online, in person, by email, by phone or by post.

The surveys showed that:

- ◆ Most respondents (more than 90 per cent) agreed they could use the existing website to find the information they were seeking or complete their intended task
- ◆ Those who were unable to complete their intended task gave three key reasons: they couldn't find the information, the site required too many clicks or the website wasn't user friendly
- ◆ More than 30 per cent of participants felt the site could be improved – they noted the site was complex, difficult to navigate and provided information that was difficult to understand
- ◆ Users' success with the website seemed independent of whether they were accessing the site using a mobile device or desktop computer
- ◆ People who were born overseas and people in older age brackets seemed to have more difficulty achieving their intended purpose
- ◆ Website users were most likely to look for information about rates, animals, planning and development, libraries, kerbside collection and contact information
- ◆ Website users who did not achieve the purpose of their visit were most likely to be looking for information about applications, kerbside collection, development, property, water, rates notices and parks.

Survey participants were invited to provide their contact details to enter a draw to win one of 16 gift cards. Council used this contact information to recruit people for customer experience testing.

Expert analysis

In early 2017, Logan City Council engaged an external consultant (Khemistry) to review its website, compare the website to equivalent council websites and identify areas requiring initial decisions during the website redesign.

In response to this analysis, Logan City Council committed to a new website that was:

- ◆ Built around the principles of usability and accessibility
- ◆ Based on concrete, clear topic areas that most people would easily understand
- ◆ Reasonably shallow, so that users would never need to click through more than three levels to find the information they needed
- ◆ Balanced in terms of generalisation and specificity, with prominent homepage navigation tiles and responsive search capability
- ◆ Consistent internally to support rapid movement through the site
- ◆ Simple enough to support fast reading and quick decisions
- ◆ Template-drive, with a 'jump to' function on internal content pages so that users could quickly drop to the section they wanted to read
- ◆ Printable, to remove the need for printable fact sheets and PDFs (which present problems for accessibility and updating)
- ◆ Easily searchable, with a focus on database-driven content and live updating.

Stakeholder engagement

The website team held three stakeholder engagement forums to encourage buy-in from subject matter experts, content owners and council staff.

1. The first stakeholder forum in January 2019 introduced council's business areas to the project and explained the collaborative, community-focused approach being used for the redesign. This forum provided an opportunity to assure business units that their content would be respected and linked them with a trained content writer from the website project team.
2. The second stakeholder forum in mid-2019 introduced staff to the site's proposed design and the rationale underpinning it.
3. The third stakeholder forum in November 2019 introduced staff to the new site, ahead of its launch for testing.

The stakeholder engagement process was supported by monthly updates to councillors to ensure they understood the project's progress.

Customer experience testing

As the project progressed, the website team completed face-to-face, qualitative testing with a small number of individuals to examine the developing information hierarchy (conducted in

four small groups, with 19 participants in total). This research identified sections that seemed ambiguous and guided the naming of the website sections.

The customer experience testing encouraged council to adopt a 'no wrong door' approach to the site's navigation. The site is designed to offer multiple ways to search for and find information, with no way of searching to be considered 'wrong'.

As a result of the customer experience testing, the site was developed around four information pillars:

- ◆ Living Here
- ◆ Doing Business
- ◆ Explore Logan
- ◆ About Council.

The site's homepage was designed from a 'community first' approach. It responds to the top reasons that people access the site, with a focus on what the community wants to know rather than what council wants to share.

Plain language writing and editing (relevant for Bronze accreditation)

Assessment

The textual components of plain language are successfully applied within the new Logan City Council website and meet the requirements for Bronze PlainLanguagePro accreditation. Logan City Council developed a robust process to review and rewrite every part of its website according to the principles of plain language. Logan City Council understands that plain language is a journey of continual improvement, and has processes in place to consistently review and update the site's content.

Audience

Logan City Council's website team used census data, customer surveys, liaison with business units and consultation with customer service staff to understand its audience and ensure the website responds to their needs.

Placing the website team within the Customer Experience and Community Engagement Branch helped to support this: the website team works alongside staff responsible for Logan's customer call centre.

The website team used audience research, stakeholder research and readability tests (Hemingway) to help them achieve a reading level of around Year 8. Readability tests were applied before the final editing process, as a way to capitalise on their benefits (locating complexity) while minimising their shortfalls (lack of contextual understanding).

Purpose

The website is designed to support community interaction with Logan City Council across every aspect of the council's business. This covers everything from information about events and libraries, through to complex information about planning regulations and public works. The overall purpose of the site is to support community interaction through a 'no wrong door' approach. The website uses natural language, everyday words and strong search functions to help users find what they need. Because community interaction is more important than the website itself, Logan City Council offers multiple options for community contact through a 'not digital by default' principle that encourages people to contact council through whatever method best suits them.

Content

In rebuilding the website, Logan City Council aimed to provide sufficient breadth and depth to answer users' questions while being sufficiently shallow and narrow for easy navigation.

At the site level, the website is five levels deep, with users rarely being conscious of more than three. The site is structured into five major sections (Home, plus the four pillars of Living Here, Doing Business, Explore Logan, and About Council). Key topics that capture the most common reasons for visiting the site are directly clickable via tiles on the homepage, independent of their pillar (e.g., Pets and Animals, Planning and Development, Waste and Recycling).

At the page level, the site uses subheadings (supported by a 'jump to' function) and simple text written in an inverted pyramid form (with the information that users are most likely to need placed first). Pages are as long as they need to be, with no effort to impose short pages for detailed content. Information that belongs together is kept together, to support easy navigation and reduce the need for clicking. Sub-headings and the 'jump to' function support navigation within pages.

Complexity of overall site

Council's website is large and complex. The original website had 1,080 pages and 5,571 linked PDFs. It was structured in a way that suited council and reflected council's business units. The revised website has 670 and just over 800 attached PDFs (with a long term goal of reducing the attachments further). It is structured around four pillars, chosen to represent the community's interaction with council. The key reasons why the community interacts with the website (identified through research) are located as tiles on the homepage.

Complexity of content

Council's website team worked closely with subject matter experts to simplify the content on each page while still providing necessary depth and detail. The website text has been fully rewritten following principles of plain language and clear communication. The writers followed guidelines for plain language and developed an internal style guide to ensure consistency. During the writing process, they used the Hemingway readability formula as a guide (as a checking tool to be applied with an understanding of context, not a benchmark that must be achieved).

All website content went through a four-stage checking process: 1) the writers liaised with subject matter experts during the rewriting, 2) subject matter experts approved the text, 3) an external editor reviewed the text for plain language and stylistic consistency, and 4) the writers reviewed suggested changes and finalised the text before uploading it to the site.

On website pages with unavoidable complexity and jargon (e.g., planning and some environment pages), the text primarily adopts plain language words with the complex language either used in brackets or fully explained in the text.

Structure

The website is structured to prioritise the information that users most frequently seek, through simple tiles on the home page. Highly visual and frequently updated information (such as news and upcoming events) remain on the homepage, at the bottom. This directly reverses the council's previous website, which highlighted news and events in a colourful and visual way (designed to make Logan seem vibrant, busy and exciting). This structural choice was based on initial research: it reflects the reasons that people are most likely to visit the website and, through simplicity, allows for fast navigation.

Tone

The new website is written in a style that is plain, conversational, friendly and professional. It is designed to suit a wide range of users – including those with poor literacy and various language backgrounds. Words were chosen to demonstrate that council is approachable and customer focused (including 'you' language on most pages, use of contractions and simple words, and the decision to write 'please contact' instead of 'contact').

Paragraphs

To encourage fast navigation, the website uses mostly one-sentence paragraphs. Where ideas extend across several paragraphs, the text uses linking phrases and sub-headings.

Sentence structure and word choice

The text uses short sentences, right-branching sentences and active voice. Nested phrases are avoided whenever possible. The words are as plain and simple as possible, while doing justice to the depth of content. The website team are aware that sentence simplicity is always a work in progress, and will continually review the content at the sentence level.

Sentence simplicity works to support both the audio reader and the automatic translation functions on the website. As part of its pre-launch testing, the website team asked people from their internal language register to check the site in multiple languages. Feedback shows that the new site translates in a more usable and effective way than the old website.

Graphic devices and navigation

The new website keeps graphic devices to a minimum. The site is plain and simple, designed to support easy reading and fast searching. Most pages provide text only, without illustration. Pages with subheadings all include a 'jump to' function in the left margin. Short pages without subheadings include a relevant photograph.

Navigation works in multiple ways to support the 'no wrong door' approach. Clickable tiles are used to help users navigate into the site (blue tiles on higher-level pages, yellow tiles at lower levels). A breadcrumb function and a ribbon with drop-down navigation appear on every page.

The old website used an accordion system to collapse and reveal content for readers. Based on evidence that accordion systems are difficult for screen reading technology, Logan adopted a 'jump to' system for longer website pages.

User testing (relevant for Gold accreditation)

Assessment

The user testing conducted by Logan City Council for its website redevelopment meets the requirements for Gold PlainLanguagePro accreditation. Logan City Council actively sought feedback from users and stakeholders, individually responded to all external users who provided feedback, and improved the website based on user feedback.

Logan City Council has a long-term approach to user testing and feedback. While the initial round of user testing was small-scale and conducted only over two weeks, the council will continue to gather feedback about the website and will update the site as required.

Stakeholder testing and feedback

Logan City Council initially made the new website available to internal stakeholders for user testing and feedback. Subject matter experts were encouraged to check the performance and usability of their sections of the website. Staff on the council's internal linguistics register were encouraged to check the website using Google translate to check the adequacy of the live translation.

User testing and feedback

For two weeks from 18 November 2019, the new website was open for public feedback. Visitors to the old website were invited to click through to the new website and complete a feedback form. The feedback used a 5-point Likert scale to gather responses about ease of navigation, visual appeal, and whether the information was understandable. An open section encouraged users to give feedback on any aspect of the site. Users were invited to give their contact details for the chance to win a gift card.

Council received 36 responses from external users during the consultation stage.

For the question 'How easy was it to find what you were looking for?'

- ◆ 83 per cent reported it is either extremely easy or very easy
- ◆ 11 per cent reported it is somewhat easy
- ◆ 6 per cent reported it is either not as easy or not at all easy

For the question 'How visually appealing is our website?'

- ◆ 81 per cent reported it is either extremely appealing or very appealing
- ◆ 11 per cent reported it is somewhat appealing
- ◆ 8 per cent reported it is not as appealing or not at all appealing

For the question 'How easy is it to understand the information on the website?'

- ◆ 89 per cent reported it is either extremely easy or very easy (this result reflects the effort council has made with its plain English work)

- ◆ 6 per cent reported it is somewhat easy
- ◆ 6 per cent reported it is either not as easy or not at all easy

The website team responded individually to each person who provided feedback and included their contact details. Only four users did not provide their contact details. Twenty users endorsed the site, and received a simple ‘thanks for participating’ message from the website team. Twelve users asked questions or provided specific suggestions for website improvement. The website team provided a detailed response to these users, providing further information when necessary and explaining subsequent changes to the website. Seven user responses led to improvements on the site.

Example email to user following user testing

Thank you for sending us your feedback.

We have sent your comments regarding our My Property tool to our developers to see if we can include some of the additional services you mentioned.

We will also look to see what enhancements we can make to the Parks Directory following your suggestions.

Our search function is still in the early stages of development. We understand that our customers will often rely on this to navigate the site so we are working on it daily. The more we use the search bar, the more it learns, so it should be working more effectively in no time!

We will also take the rest of your feedback into consideration, please do not hesitate to contact us should you have any further feedback

Have a lovely day,

Erin

Work ahead

In 2020, Logan City Council will move to Phase 2 of its website transformation project, including its chatbot; new pages for the art gallery, careers information, and city works; and a new booking system.

Logan City Council sees website redevelopment as a permanent project. The user feedback function will remain on the site, and the website team will continue to respond individually to users who provide website feedback. The website will be continually reviewed and updated.

Examples

Excerpt from old website

Home > Planning & Building > Building & Swimming Pools > Before Building

Is building approval required?

A building development approval (certification), known as a building permit, is required prior to commencing construction on most types of domestic or commercial building works.

Please note that Council does not offer building certification services. These can be sought from a private building certifier, who will assess whether the proposed work complies with the *Building Act 1975* and associated regulations and building standards. All building certifiers must be registered with the [Queensland Building and Construction Commission](#).

Please refer to our [fact sheet \(PDF 173 KB\)](#) for domestic building works for advice about:

- The role of a private building certifier
- The types of building works which require an approval
- Inspection stages
- Who is responsible for supervision and quality

The importance of ensuring that a building approval is finalised

Please check whether any other types of approvals are required, including [planning approvals](#) or [plumbing approvals](#) from Council, prior to obtaining a building approval. A building certifier can provide advice about this.

Finding a private building certifier

Council is unable to provide recommendations about which private building certifier to choose. You may:

- Refer to the [Yellow Pages](#) or [White Pages](#)
- Use the [Queensland Building and Construction Commission's website](#)
- Refer to further advice on engaging a certifier on the [Department of Housing and Public Works website](#)

Providing building records to Council

During the building application and approval process, the private building certifier is required to [lodge a copy of approval related documentation](#) with Council. These documents are held on Council's records and may be provided in future to authorised parties, in accordance with legislative obligations.

Excerpt from new website

Doing Business > Building and Development > Building and Plumbing > Building

Do you need to get a building approval?

Before you can start building, you need to check if you need a building approval. You will need approval for most types of domestic or commercial building work.

You will not need a building approval if your work is minor and is considered to be accepted development under the *Planning Act 2016*. Examples of some accepted development include:

- a small shed, stable or similar structure up to 10m² in area, with a maximum height of 2.4m

- a fence of not more than 2m high (excluding swimming pool fencing)
- a retaining wall of not more than 1m high (providing there is no load above it like a building or driveway).

Accepted development still needs to meet any applicable standards, the Logan Planning Scheme 2015 and the Queensland Development Code.

To find out if you need a building approval, please download [Building approvals fact sheet \(PDF 173 KB\)](#), or contact a [private building certifier](#).

Is a planning approval needed?

Some building projects need a planning approval as well as a building approval. A private building certifier can tell you if you need a planning approval.

Some common building projects that need a planning approval include:

- a building that is too close to the property boundary or over the minimum boundary setbacks
- a building that is bigger than a particular size or height
- a building on land affected by an overlay in the Logan Planning Scheme 2015 (e.g. a steep slope or flood-affected land).

A planning approval for these building projects is needed before a private building certifier can give a building approval. Private building certifiers can help you lodge an application for a planning approval, please see [Private building certifiers](#).

To check if you need to lodge an application for planning approval with us, please see [Development in Logan](#) or [contact our team](#).

Building approvals issued by private building certifiers

[Private building certifiers](#) have been responsible for issuing building approvals in Logan since April 1998.

If a building approval was issued by a private building certifier, it will need to be finalised by them.

If the inspections were not finished, the original certifier (or another certifier), can tell you how to meet the requirements.

If an approval has lapsed or the certifier is not contactable, you will need to find a new private building certifier. They will need to start the process for a new building approval.

Private building certifiers must lodge approval documents, plans and inspection details with us for record keeping.

If you are unsure about the status of a building approval, you can ask us to search our records. For more information about a building approval status, please see [Searches](#).

Building approvals issued by Council

Before the introduction of private certification in April 1998, councils granted building approvals.

We can finalise any building approvals issued between 1983 and April 1998. To finalise the approval, a Council building certifier will inspect the building and make sure it meets approval requirements.

If plumbing and drainage is a part of the works, a qualified Council plumbing inspector will also carry out a visual inspection.

If we are satisfied that the building meets the requirements of the approval, we will:

- issue a certificate of final inspection – for a residential (class 1 and 10) building, or
- issue a certificate of classification – for a commercial (class 2 to 9) building.

Before we inspect the property, we will need written authority from the current property owner.

To finalise a building approval, please download [Finalisation of building and plumbing approvals form \(PDF 124 KB\)](#) and return it us.

Please note the following applies when a building approval is finalised:

- the application fee must be paid before we can inspect the works
- we will inspect the works within 10 business days of the request
- the approval may depend on a final inspection or further action
- paying the fee does not guarantee a successful final inspection
- we will make every effort to issue a successful final certificate
- an officer will contact you to tell you the outcome of the inspection.

Excerpt from old website

Facilities & Recreation > Animals

City of Logan Animal Care Strategy 2018-2022

The City of Logan adopted the [Animal Care Strategy 2018-2022 \(PDF 590 KB\)](#) (Strategy) 30 January 2018. The Strategy which encourages and promotes responsible pet ownership across the City, outlines the effective management of companion animals in collaboration with the community and key stakeholders to enhance the safety and wellbeing of our community and our pets.

Cat enclosure requirements & wandering cats

Preventing your cat from wandering is an important part of responsible pet ownership. Cats have a tendency to roam and this can cause nuisances such as fighting with other cats, menacing or killing birds and native animals, urinating and defecating in neighbours gardens and outdoor areas, mating and causing dogs to bark.

To help keep your cat safe our Animal Keeping Local Laws require that all cats be de-sexed and contained within the property boundary. This simply means they must be kept inside the house, in a purpose built cat enclosure or kept within your fence. Whether a cat should be kept outside, inside or a mix of both depends on the individual cat, its owner and lifestyle. Cats can happily live indoors and there are a variety of enclosures and specialised fencing options available to keep your cat safe outside and prevent it from climbing or jumping over your fence.

Take a look at our [cat fencing and enclosure ideas booklet \(PDF 2454 KB\)](#). Cat containment can be cheap and quick to achieve.

To report a wandering cat, contact council on 07 3412 3412. You will need to provide:

- your name, address and phone number
- a brief description of the cat; and
- if possible, the address of the property where the cat lives.

If you don't know where the wandering cat lives, please contact us to discuss borrowing a trap. Customers wishing to report a cat wandering on their property can borrow a cat trap from Council. For Customers who have already borrowed a trap, any cats that are caught in the trap will be collected by the Animal Care Team. As there is a waiting list for cat traps a replacement trap will not be supplied to the Customer when the cat is collected - Customers will need to request another cat trap.

Important message for dog breeders

From 26 May 2017 new legislation takes effect which requires anyone who is breeding dogs and has puppies born on or after 26 May 2017 to register on the Queensland Dog Breeder Register at www.qdbr.daf.qld.gov.au.

Once registered you will be given a **Supply Number** which you will need to display when you sell or give away your puppies and this number must be shown when you advertise (in any form).

This new legislation endeavours to combat the growing number of unwanted, abandoned and stray dogs in the community and applies to ALL puppies, including accidental litters.

Failure to register for a Supply Number will result in hefty fines.

If you have a current Breeder Approval or Licence in the City of Logan, you **do not** need to register. Logan City Council will register on your behalf and your Approval or Licence number will become your Supply Number.

Residents also have the capacity to make a complaint about welfare concerns and unlawful puppy breeding.

Please visit www.qdbr.daf.qld.gov.au to register or obtain further information including fact sheets about puppy breeding in Queensland.

Animal registration due 30 August

Pet owners will receive their animal registration renewal notices from 1 August. Registration fees are due for payment by 30 August each year. Prompt payment of your pets overdue registration fees is appreciated. If you have recently moved or are unsure that your details are up to date, email animalmanagementcentre@logan.qld.gov.au providing your:

- full name
- current address and phone numbers
- email address
- your pet/s name/s and registration tag number/s; and
- don't forget to tell us if your pet has recently been de-sexed* or is no longer with you**.

Excerpt from new website

Living Here > My Property > Pets and Animals > Animal Keeping Local Laws

Animal keeping local laws

Animals make wonderful companions! If you keep an animal on your property, you need to comply with our animal keeping local laws.

The laws help us to make sure that animals are well looked after and ensure the safety and wellbeing of the community.

If you own an animal it is important that you understand our local laws. The list below gives a brief summary of what you need to know.

- Register your cats and dogs once they are 12 weeks old.
- Microchip your cats and dogs.
- Keep only the allowable number of animals on your property.
- Consider de-sexing your dogs.
- De-sex your cats. All cats must be de-sexed unless you are a registered breeder.
- Keep your animals in a fenced enclosure that stops them from wandering.
- When walking your dog, always keep it on a lead that is shorter than two metres unless you are in an off-leash area.
- Keep your animals in a way that they don't cause a nuisance to neighbours.
- Give your animals food, water, shelter, exercise and general care.

For more information about our animal keeping local laws, please download [Local Law No. 4 \(Animal Management\) 2002 \(PDF 184 KB\)](#), or [Subordinate Local Law No. 4.1 \(Animal Management\) 2002 \(PDF 236 KB\)](#).

How many animals can I have on my property?

There are limits on the number of animals you can keep on a property in Logan. Before getting a pet, you will need to check how many you can keep.

The number of animals you can keep depends on your property size. To find out the size of your property, please see [My property](#).

Choose the animal below to find out how many you can have at your property.

Please remember that if you rent your home you may need your landlord's permission before you can have an animal. The landlord's permission is separate from our laws about the number of animals you can have.

- [Alpacas and llamas](#)
- [Aviary birds](#)
- [Bees](#)
- [Cats](#)
- [Cattle, donkeys and mules](#)
- [Dogs](#)
- [Guinea pigs](#)
- [Horses](#)
- [Miniature horses and ponies](#)
- [Ostriches and emus](#)
- [Pigs](#)
- [Poultry](#)
- [Racing pigeons](#)
- [Sheep and goats](#)
- [Sulphur crested cockatoos and galahs](#)

Applying to keep more animals

If you want to keep more than the allowed number of animals for your property, you will need to apply for approval.

To apply to keep more than the allowable number of cats or dogs for your property, please visit one of our [customer service centres](#) for an application form.

To apply to keep more than the allowable number of animals (other than cats or dogs) for your property, please download and fill in:

[Animal keeping approval application \(other than cats and dogs \(PDF 427 KB\)\)](#), or

[Bee keeping approval application \(PDF 338 KB\)](#).

Animal keeping local law review

We recently reviewed our local laws about animal keeping to make sure they are sustainable and realistic.

We asked for your thoughts about keeping cats and dogs and used your feedback to develop the new cat and dog keeping laws for Logan.

On 29 October 2019, Council adopted a draft policy for keeping dogs and cats.

As part of the law making process we will undertake more community consultation, so you will be able to give us more feedback before we seek final Council approval.

We will work with pet owners while we transition to these new laws.