

INSPECTOR NOTE

Building: NEXT TO CBD FIRE STATION
Street: WATERLOO STREET
Suburb: GARDENS
Postal Code: 8000
Date: 2025-11-04
Time: 06:34
Inspector: TAMARYN PRINS

Type: CASE DISCUSSION NOTE

Follow-Up Date:

Comments: FIRE CONTROL ROOM PROVIDED US WITH THE INCORRECT INFORMATION ABOUT THIS RESCUE. THEY SAID THE CAT WAS UP IN THE TREE AND HAS BEEN THERE FOR 5 HOURS. I FEEL THAT THEY SAID THIS JUST TO GET US TO THE SCENE AS SOON AS POSSIBLE. I DISPATCHED IT TO THE WILDLIFE OFFICER AS HE WAS IN THE AREA AT THE TIME OF THE CALL RECEIVED WHICH WAS 23:45PM THINKING THE RESCUE WOULD NOT TAKE LONG AS THE "TREE" IN QUESTION IS RIGHT OPPOSITE THE FIRE STATION SO NO WAITING FOR THEIR ARRIVAL AND THE CAT WAS ALREADY LOCATED SO IT WAS JUST A MATTER OF GOING UP AND TAKING IT DOWN. UPON THE ARRIVAL OF THE WILDLIFE OFFICER HE SENT ME PICTURES OF AN OPEN DRAIN AND SAID THE CAT IS DOWN THERE. THIS RESULTED IN THE RESCUE TAKING MUCH MORE TIME AS THE CAT COULDN'T BE SEEN AND EVERYONE, INCLUDING THE OWNER, WAS TRYING TO LURE + CATCH THE CAT INSIDE THE DRAIN. EVENTUALLY, AFTER 1 HOUR AND EXTRA CAMERA EQUIPMENT FROM THE FIRE TEAM, THE CAT WAS CAUGHT. THE WILDLIFE OFFICER HAD INJURED AND SICK WILDLIFE IN HIS VEHICLE WAITING AT THIS LOCATION FOR 1 HOUR. THIS IS DUE TO THE INCORRECT INFORMATION GIVEN FROM THE FIRE CONTROL ROOM AND NOT THE FAULT OF THE SPCA STAFF. AT THE TIME OF RECEIVING FIRE CONTROL'S CALL, I HAD ASKED FOR A CONTACT NUMBER FOR THE OWNER TO GET MORE INFORMATION. I AM NOT SURE IF THE NUMBER WAS GIVEN WAS CORRECT OR NOT BUT WHEN I CALLED IT, SOMEONE ANSWERED, DIDN'T SPEAK, AND THEN DROPPED THE CALL. A SECOND CALL WAS RECEIVED FROM FIRE CONTROL SHORTLY THEREAFTER TO ASK IF OUR OFFICER CAN MEET AT THE CBD FIRE STATION AS THE PROPERTY WITH THE TREE IS ADJACENT TO THE FIRE STATION. IF I KNEW THAT THE CAT WAS IN THE DRAIN AND COULDN'T EVEN BE SEEN, I WOULD NOT HAVE DISPATCHED THE WILDLIFE OFFICER AS I KNEW HE HAD SICK AND INJURED ANIMALS WITH HIM AND THIS TYPE OF RESCUE WOULD TAKE TIME. I FEEL AS IF THE SOP OF RESCUES (ESPECIALLY CATS IN TREES OR DRAINS) SHOULD BE REVISITED, AS MOST TIMES WHEN THE OWNER OF THE ANIMAL IS ON SCENE, FIRE CONTROL DOES MOST OF THE WORK IF NOT ALL OF IT, HOWEVER THEY WILL NOT DISPATCH THEIR UNIT UNTIL THE SPCA IS ON SCENE. THE INCIDENT OF THIS RESCUE HAS CAUSED ANIMALS TO SUFFER.

Captured By: Tamryn Prins 2025-11-04 06:34