

## MEDIA RELEASE

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### **Pound introduces online payment system**

The Gladstone Pound has introduced an online onsite payment system for pet owners to make a stressful time easier when their animals are released.

The system will be in operation from today, Monday, August 6.

Gladstone Region Mayor Matt Burnett said Council was pleased to introduce a change that would improve the customer's experience during an emotional time and wanted to stress there would be no cash payments or cash held on site.

"For pet owners, it will be a lot easier to pick up their cat or dog and go online to pay at the Pound, rather than having to come to the main Administration building at 101 Goondoon Street," Councillor Burnett said.

"In the past, they may have had to stand in a queue and wait to complete the transaction while feeling upset.

"This way, everything can be done at the one location," Cr Burnett said.

The introduction of this payment system will also help customers become more familiar with online self-service tools which are being increasingly used across Council facilities and services.