

Thank you for your email. I'm away overseas and I was under the impression the PIAA office was supply this for me. So my apologies for my oversight.

In reference to the Inquiry;

1. There are no transcript amendments for comments I had made during the enquiry
2. The committee requested ;
  - a. a copy of our COP (Standards and Guidelines). Please see copies attached for both **Dog/ Cat breeding** and **Retail**. I have also attached the **PIAA breeder Vet Audit**, that each retail member must receive from all dog breeders who supply them. Subsequently, a large number of stores who trade in puppies are not members of the PIAA and therefore not required by law to provide this or abide by our Codes as attached or supply vet audits. In particular, please see section 9 and 24.1 of the Retail S & G re the requirements for our retail members that trade in puppies and kittens. Ours standards are much higher than what's legally required for both breeding and retail and I recommend them as a good platform for future codes.
  - b. With respect to the question raised by **Hon. Emma Hurst**, I can confirm that the NSW COP for Breeding Dogs and Cats does not include the capping of breeding dogs to 6 litters as was suggested by Emma. I was confusing it with a different COP.
  - c. I will be providing additional information by way of a video presentation by the end of next week. I have been in discussions with Talina and said that this will be OK. Mr Barry Coddling from the PIAA will also be providing additional information very shortly

Should you need further information, please don't hesitate to ask. I will be away until 16<sup>th</sup> July however am able to respond with some additional notice

Regards

**John Grima**

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**STANDARDS & GUIDELINES**

**FOR BEST PRACTICE**

**BREEDING ESTABLISHMENTS**

Revision 1

April 2016

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## **Disclaimer**

*The information contained in this publication are the Standards & Guidelines for Best Practice (SGBP) defined by the Pet Industry Association of Australia (PIAA). Users are reminded that compliance with these Standards & Guidelines is a requirement of Membership of the PIAA.*

*New versions of these Standards & Guidelines may be issued from time to time. It is the responsibility of users to ensure the version of the Standards & Guidelines for Best Practice on which they rely is current by checking it is the latest version available on the PIAA website.*

## **Compliance**

*Compliance of the Association's National Code, Standards & Guidelines for Best Practice does not remove the need to abide by the requirements of all local, state and commonwealth legislation and codes of practice including the Prevention of Cruelty to Animals Acts and any other laws such as Local Government Acts and National Parks and Wildlife Acts in all States and Territories.*

## **Preface**

The Pet Industry Association of Australia (PIAA) Standards & Guidelines for Best Practice – Breeding Establishments outline the principles that every Association member involved in the breeding of dogs and cats must use to protect the welfare of the animals in their care, By adhering to the Standards & Guidelines for Best Practice people involved in this industry are demonstrating to the general community their concern for the welfare of the animals in their care.

When humans manipulate or limit an animal's choices in relation to its physical or social environment, the welfare of that animal must be considered. Humans have a duty of care towards these animals and the greater the level of control of an animal or intervention with its environment the greater the responsibilities become.

Animal welfare can be thought of as the way an animal's health, safety and wellbeing are affected by its physical and social environment. Health and behaviour indicators provide information about how an animal is responding to a situation, thus enabling us to make informed decisions relating to the animal's welfare.

## **Introduction**

The purpose of these Standards & Guidelines for Best Practice is to specify the minimum standards that are appropriate to the physical and behavioural needs of dogs and cats housed in PIAA member businesses operating as breeding or rearing domestic animal businesses.

The PIAA Standards & Guidelines for Best Practice set the standard for the care and management of all dogs and cats in breeding establishments. Compliance with the Standards will ensure the care, management and welfare is of the highest calibre.

All local, state, territory and commonwealth legislation and codes of practice must be complied with by breeding establishments in the respective state of territory.

Species include:

Dogs (includes puppies)

Cats (includes kittens)

## **Standards**

Standards describe specific actions needed to achieve acceptable animal welfare levels and are the minimum standards that must be met by all Association members. Standards are identified in the text by the heading 'Standards' and use the word must.

Individual facilities may exceed these minimum standards and are encouraged to do so, either directly or in accordance with the Association's Accreditation Scheme.

Failure by a member to meet a standard will jeopardise their membership of the Association.

Persons and breeding establishments who sell animals will be expected to conduct themselves in accordance with these Standards & Guidelines for Best Practice demonstrating their commitment and concern for the welfare of animals in their care.

Under the *Prevention of Cruelty to Animals Act* legislated in most states and territories, the Person in Charge of an Animal or Facility, who may also be the owner, is responsible for meeting the legal obligations regarding an animal's welfare. Where the Person in Charge places an animal in the care of others (e.g. a pet store's manager or a member of staff), those persons also become legally responsible for the care of the animal.

## **Guidelines for Best Practice (Guidelines)**

Best practice describes higher level systems and processes agreed on at a particular time following consideration of scientific information and accumulated experience in standards of animal welfare. They also reflect a considered estimate of what is thought to be society's values and expectations regarding the care of animals. They are identified by the heading 'Guidelines for Best Practice

## **Definitions**

**Animal** means a dog, puppy, cat or kitten.

**Animal Health Management Plan** means a plan for nutrition, health and well-being of all animals in the facility/establishment prepared by the person in charge and the veterinary practitioner.

**Bitch** means a female animal of the species *Canis familiaris*.

**Breeding** means the business of breeding litters of animals for sale.

**Cat** means any animal identified as *Felis catus*.

**Cat housing** includes a cattery, cage, module, colony pen or other enclosure used to contain cats within a facility.

**Disinfectant** means a chemical used on an inanimate surface to destroy micro-organisms likely to cause infection in cats and dogs.

**Dog** means any animal identified as *Canis familiaris*

**Dog housing** includes a kennel, cage, module, colony pen or other enclosure used to contain dogs with a facility.

**Domestic animal business** means an enterprise which carries out the breeding of dogs or cats to sell

**Enclosure/pen** means a fully secure area preventing escape of animals from within and entrance of animals from outside the area.

**Enrichment/environmental enrichment** includes practices that provide situations or activities for animals that are appropriate to meet their physical and psychological needs.

**Establishment/facility** means any place, premises or thing used for the accommodation or shelter of animals for the purpose of breeding or rearing dogs or cats, or where puppies or kittens are housed as a result of breeding and includes a vehicle used for the transportation of animals.

**Euthanasia** means the animal is rendered immediately unconscious and does not regain consciousness prior to death. Euthanasia is only to be undertaken by a registered veterinarian or authorised euthanasia technician.

**Euthanasia Technician** means a person who has acquired through training, qualifications, experience and competency in humanely destroying dogs and cats.

**Exercise** includes practices/activities requiring physical activity and movement by animals appropriate to meet their physical needs.

**Exercise area** includes an area separate to the animal housing area which a business uses for the purposes of exercise as defined above. The only exception is where a dog's normal holding yard exceeds 10 times the minimum PIAA enclosure/pen size.

**Experience** means the qualifications, knowledge and training required to care for dogs and cats in a breeding establishment.

**First aid** means the immediate care and treatment provided to an animal with an injury or illness: not including veterinary care.

**Full-time staff member** means staff members working 8 hours of work, whether as one staff member working 8 hours continuously or multiple staff members working split shifts to the equivalent of 8 hours.

**General Health Check** means physical examination to assess the health of an animal including assessments for:

- Medical conditions
- Infectious and zoonotic diseases
- Parasites
- Dental, eye and ear issues
- Genetic, breed and age considerations
- Body condition score

**Guarantee/Return Policy** means the establishment's written agreement given to the new owner at point of sale. The agreement outlines the terms and conditions that apply should the new owner wish to return an animal to the establishment for any reason.

**Guardian dogs** means dogs predominantly used for guarding livestock.

**Handling** activities including grooming, soft patting/stroking. Picking the animal up, turning the animal over and doing a health examination by physically examining each animal's paws, ears and teeth, providing exercise, enrichment and human socialisation.

**Heritable defect** means a physical deformity, disease or disorder that is passed on from one generation to the next.

**Hide** means a small enclosed area where a cat can remove itself to 'hide' from other animals.

**Impervious** means materials or sealed materials that prevent water, urine or any other liquids penetrating the material or being absorbed and held by the material.

**Independent veterinary practitioner** means a veterinary practitioner not related by blood, marriage or de facto relationship to the proprietor (or family members of the proprietor) of the business and has no commercial interest in the business.

**Isolation housing** means housing kept in a separate area to general animal housing and exercise areas. It is used specifically for animals suspected of having or diagnosed with an infectious disease.

**Kennel** means a series of pens/enclosures designed to house multiple dogs or puppies.

**Kitten** means a cat aged less than 16 weeks of age.

**Large business** means a domestic animal business that consists of 6 or more adult fertile dogs or cats.

**Litter** means all offspring born dead or alive from a single whelping or queening.

**Mating** means the physical act of copulation between a male and a female animal.

**Mating period** means the period of time when the series of mating events occur to achieve a pregnancy.

**Microchip** means a subcutaneous full duplex electronic radio transponder that complies with the relevant ISO standard.

**Module cage/condominium** means an enclosure designed to hold up to 2 cats and containing at least 2 levels.



**Monitoring** includes the observation and assessment of animals on a regular basis including during routine management activities.

**Oestrus** means the period a female cat is 'sexually receptive'.

**Operating procedures** means procedures for the management and operation of a facility/establishment for the accommodation and shelter of animals held in that breeding facility/establishment.

**Operations manager** means a person responsible for the day to day operation of a business. This may or may not be the owner of the establishment.

**Owner** means:

- The owner of the animal (in the sense of being the owner of the animal as personal property)
- The person by whom the animal is ordinarily kept
- The registered owner of the animal

A reference to the owner in these Standards and Guidelines is a reference to each and all owners of the animal.

**Parvovirus** means a virus which causes intestinal inflammation in infected dogs, for which symptoms include vomiting, diarrhoea, high fever and dehydration.

**Pen** see definition for enclosure above.

**Person in charge** of an animal means the person who has an animal or animals in their possession or custody or under their care, control or supervision and who is responsible for meeting the welfare needs of the animal or animals. This may include the owner of an animal, a family member or friend of the owner or in a facility/establishment may be the the manager or staff or volunteers.

**Proprietor** means a person who legally registers the business and/or is the owner of the animals.

**Puppy** means a dog less than 16 weeks of age.

**Re-home** means the process of providing an animal with a new owner and a new place to live.

**Qualifications** means formal qualification provided by a registered training organisation including the management, welfare, handling and care of animals in the breeding facility/establishment.

**Queen** means an unspayed female cat.

**Queening** means the act of giving birth by a feline.

**Sell/sale** means the transfer of ownership of an animal or animals, including causing, permitting or suffering an animal to be sold by auction, barter, exchange or other supply and also included the attempt to sell or offer to sell expose, supply, possess or receive animals.

**Significant infectious disease** means a disease caused by a transmissible agent that is likely to cause illness or death in susceptible animals that become infected. Common examples include; canine cough, feline respiratory disease, parvovirus, feline enteritis, canine infectious hepatitis, heartworm and distemper.

**Small business** means a domestic animal business that consists of 5 or less adult fertile dogs or cats.

**Socialisation** means interaction between an individual animal and other animals and humans with the intention of making the individual animal fit for a life in companionship with others.

**Staff** means the person in charge, manager employees and volunteers that work in the facility/establishment, whether working full or part-time and whether or not working for fee or reward. This may include the proprietor/owner.

**Veterinary practitioner** means a veterinary practitioner registered under the *Veterinary Practice Act*.

**Volunteer** see under Staff.

**Whelping** means the birthing of carnivorous animals, most commonly puppies.

**Weaned** means a puppy or kitten that no longer receives a milk diet provided by their mother or an artificial source.

**Washable** means an impervious surface that is capable of being cleaned.

**Weatherproof** means protection from the wind, rain and extreme temperatures to safeguard the welfare of the animals housed in the facility/establishment.

**Working dogs** means dogs predominantly used for working livestock.

**Zoonoses** means diseases of animals that are transferable to humans.

# **Staff – Roles, Responsibilities and Competency**

## **Standards**

All people who care for and manage breeding dogs and cats should be competent and aware of their responsibilities. The person in charge should be aware of their extra responsibilities and that all people employed by the facility/establishment to care for the animals must comply with all local, state and commonwealth legislation, regulations and codes of practice in their state or territory. In the absence of legislation or a code of practice, member breeding establishments must comply with these Standards and Guidelines for Best Practice.

## **Person in Charge**

- The person in charge (which may be the proprietor/owner) of the facility/establishment is responsible for complying with all enforceable provisions above.
- The person in charge is responsible for animal attendants, volunteers, vehicle drivers and all other staff working in the facility/establishment on a day to day basis.
- The person in charge is responsible for the recruitment/termination of the above staff
- The person in charge is responsible for staff rostering and staff ratios.
- The person in charge must be knowledgeable and competent to provide for:
  - The health, care and welfare of dogs and cats, including monitoring the physical and psychological health of the animals in care.
  - Reporting matters of compliance and disease outbreaks to the owner/proprietor.
  - The protection of these animals from distress or injury caused by other animals or interference by humans.
  - Daily inspection of all animals in the facility/establishment.
  - Supervision of daily feeding and watering of animals.
  - Supervision of enrichment and socialisation programs for animals in care.
  - The identification and monitoring of pregnant animals and their movement to whelping/lactating accommodation.
  - Cleaning and proper hygiene in the facility/establishment including the disposal of waste materials.
  - Provision of prompt first aid for animals when required.
  - Veterinary care by a registered veterinary practitioner. This must include a signed agreement with the veterinary practitioner to attend to animals in the facility/enclosure as and when required.
  - Ensuring the health protection of all staff and volunteers working in the facility/establishment.
  - Supervision and training of staff and volunteers.
  - Development of an emergency evacuation plan and staff training practice drills.
  - Development and execution of all operational policies and procedures.
  - Ensuring the compliance of all State Work Health and Safety regulations.
  - Ensuring the maintenance and retention of animal records, stock control, statistics, and animal euthanasia reports.
  - Managing removal of animals from the rearing operation that have been deemed not fit for breeding purposes.
  - Enacting retirement plans for retiring or retired breeding animals.
  - Promoting and supporting relevant formal and informal training for staff.
  - Identifying the common signs of common diseases of the species kept.
  - Meeting all requirement for the sale of animals.

## **Animal Attendants**

- Animal attendants including volunteers who work at the facility/establishment must be trained, experienced and competent to properly manage the type of animals kept by the facility/establishment.
- Trainees or volunteers must work under the care and supervision of the person in charge or a suitably qualified and competent animal attendant.
- Animal attendants are responsible to the person in charge and must report to the person in charge on the following duties:
  - Daily feeding, watering and inspection of all animals.
  - Daily cleaning and disinfection of pens/enclosures, housing, equipment and cleaning exercise areas.
  - Administering medication as instructed by a veterinary practitioner.
  - Exercise, socialisation and environmental enrichment for each animal including handling.
  - Report any animal showing signs of infectious disease immediately. Isolate the animal, disinfecting their housing, bedding material, feeding and drinking utensils.
  - Ensure that care is taken so as not to spread infection from one pen/enclosure to another on their hands, clothing or footwear.
  - Reporting of evidence that whelping or kitting has commenced.
  - Reporting of any animals who are found to be deceased.

The animal attendant must immediately report to the person in charge regarding any animals showing signs of pregnancy, whelping, queening or oestrus and any of the following symptoms:

- Injury or illness
- Serious physical or behavioural behaviour
- Any change in the animal's normal behaviour which is indicative of a problem with the animal's health and welfare
- Apparent pain, bleeding or swelling of body parts or bloating of the abdomen
- Ear discomfort, inflammation or discharge
- Difficulty or inability to urinate or defecate
- Fits
- Staggering, lameness or inability to stand or walk
- Lack of appetite
- Patchy hair loss or change in the appearance of the coat
- Scratching of coat or ears
- Weight loss
- Mastitis
- Observation of parasites
- Swollen or inflamed third eyelid
- Any other signs showing the health or welfare of the animal is compromised
- Signs of infectious diseases:
  - Coughing
  - Diarrhoea (especially if blood stained)
  - Red or brown coloured urine
  - Repeated sneezing
  - Runny nose
  - Runny or inflamed eyes
  - Vomiting

## Staff Ratio

Staffing ratio during business hours assumes that staff may be required to work in shifts to maintain feeding and cleaning throughout the day. Shifts do not need to be a minimum of 8 hours however the facility/establishment must have the minimum staff ratio for a period of 8 hours.

- The minimum of one full-time staff member (includes any staff member including the proprietor, owner person in charge and animal attendant) must be onsite at the facility/establishment for every 25 fertile animals (or equivalent) housed in the facility/establishment during business hours.
- The staff ratio must be maintained 7 days per week.
- A single fertile animal equivalent is an animal over the age of 16 weeks of age or a litter and its mother while the litter remains housed with the mother or a litter no longer residing with its mother but under the age of 16 weeks of age.

**Example:** 14 females, 3 males, 6 litters residing with their mothers and 2 litters without their mothers is equivalent to 25 fertile animals and requires one fulltime staff member during business hours.

- A minimum of one staff member, as listed above, must be onsite at the facility/establishment for every 100 fertile animals (or equivalent) housed in the business overnight.

**Example:** 80 females, 5 males, 10 litters with their mothers and 5 litters without their mothers is equivalent to 100 fertile adults and requires one full-time staff member overnight.

- Overnight staff must be available to care for whelping/queening animals and sick or injured animals and undertake emergency activities and first aid.
- Overnight staff may need to support and undertake emergency activities should the need arise.
- All socialisation, handling, feeding, cleaning and general care activities are undertaken within normal opening hours and are not the responsibility of the overnight staff.
- In addition sufficient staff, as listed above, must be 'on call' to attend to animals in the facility/establishment in the case of an emergency. On call overnight staff must be able to travel to the facility/establishment within 30 minutes of being contacted.

The staff ratio for facilities/establishments must be as follows:

- With up to 10 fertile animals (or equivalent) – no fulltime staff members.
- With 11 and up to 25 fertile animals (or equivalent) – 1 fulltime staff member.
- With 25 and over fertile animals (or equivalent) – 1 fulltime staff member for every 25 fertile or part thereof animals (or equivalent).

Females showing signs of labour must be monitored.

## Guidelines

Staff employed to care for the animals in the facility/establishment should have formal qualifications and experience in the care and management of the animals in their care. Staff should be given the opportunity to re-train and upskill on a regular basis. Training should include:

- The current animal behaviour and social needs of the animal.

- Handling animals on receipt and release of dogs and cats into and out of the facility/establishment including transportation and capture.
- Animal husbandry techniques.
- The identification of common diseases in dogs and cats, signs of ill health, stress etc. which prompts the requirement of veterinary attention.
- Procedures required for management and care of sick and injured dogs and cats.
- Special requirements for young or old dogs and cats.
- Control of parasites and prevention solutions.
- Record keeping
- Having read and understood the facilities/establishment policies and procedures and the emergency evacuation plan.
- Zoonotic diseases – transfer animal to human, hygiene, prevention and medication.

# **Veterinary Care**

## **Standards**

A written agreement between the proprietor/owner of the facility/establishment and a registered veterinary practitioner who has experience in small animal health and management must be established and include arrangements for:

- The use of the veterinary practitioner's facilities for the treatment of animals from the facility/establishment.
- Appropriate veterinary treatment to be provided for sick or injured dogs and cats.
- Veterinary advice to be given in the event of unexplained disease, illness or deaths of animals.
- The provision of regular health checks for all animals in the facility/establishment.
- Provision of vaccination certificates for puppies and kittens being sold signed by the veterinary practitioner.
- Contact details of the veterinary practitioner must be posted in a prominent position which is accessible to all staff and volunteers.
- Where the veterinary practitioner is also the proprietor/owner of the business, facility/establishment, the facility/establishment must undergo an annual inspection by an independent small animal veterinary practitioner.
- The annual inspection must review the health management plan for the facility/establishment and the vaccination and health status of all animals in care.

The person in charge must ensure that:

- A health management plan for the facility/establishment is prepared in consultation with the veterinary practitioner.
- Isolation housing is provided for all animals suspected of having infectious or unidentified illnesses under supervision of the veterinary practitioner.
- Permission in writing must be obtained from a dog or cat's owner or nominee (if leased) at the time of accepting the animal for breeding, authorising the provision of necessary veterinary treatment.
- Dogs must be vaccinated against distemper, hepatitis, parvovirus and canine cough in accordance with the manufacturer's recommendations unless with the written approval of a veterinary practitioner.
- Cats must be vaccinated against feline infectious enteritis and feline respiratory disease in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner.
- Puppies and kittens must be vaccinated against common infectious diseases in accordance with best practice clinical guidelines in consultation with a veterinary practitioner.
- Dogs and cats known or suspected to be suffering from an infectious disease must not be used for breeding or be accepted for breeding under lease, unless under written approval from a veterinary practitioner.
- A program for prevention of heartworm must be in place on advice from a veterinary practitioner.
- Internal and external parasites must be controlled through routines and preventative treatment.
- Euthanasia of animals must be undertaken by a veterinary practitioner or a person qualified as a euthanasia technician.

## **Guidelines**

- It is recommended that a program for maintaining a feline leukaemia and feline AIDS free population is recommended with assistance and guidance of a veterinary practitioner with a requirement for a current negative test prior to breeding. This applies to all permanent resident cats, new additions to the facility and visiting cats.

## **Humane Euthanasia**

### **Standards**

- Where treatment to restore the physical and mental health of a dog or cat while in the facility/establishment is impractical or unsuccessful and where it is recommended by a veterinary practitioner, an animal must be euthanased.
- Euthanasia of dogs and cats must only be performed by a veterinary practitioner or a person who is a qualified euthanasia technician.
- Euthanasia must be performed by the intravenous administration of an overdose of barbiturate unless there are compelling reasons to use other methods to destroy a dog or cat in emergency situations.
- In emergency situations facility/establishments may carry out euthanasia under the direction of a veterinary practitioner only.
- Puppies and kittens 8 weeks of age and under requiring euthanasia must be euthanased by intraperitoneal injection of barbiturate by a veterinary practitioner.
- Euthanasia must be performed in an area that is separated from animal accommodation and must not be carried out in view of any other animals or staff.

### **Guidelines**

- Every effort should be made to re-home healthy and behaviourally sound dogs and cats.



# **Breeding Facility/Establishment Operation**

## **Work, Health & Safety**

### **Standards**

The facility/establishment must undertake all reasonable measures to ensure staff health and safety, and manage all relevant workplace risks, including the risk of contracting zoonotic disease by those in direct contact with animals. Any injured or ill staff members must seek appropriate medical attention.

**In order to provide a safe and healthy environment, each facility/establishment must have the following processes and procedures in place to comply with relevant state and territory legislation:**

### **Health and Safety Documentation**

- **Work / Occupational Health and Safety (WHS) Policy**
- **WHS Program, outlining implementation of the policy**
- **Safe Work Method Statements / Job Safety Analysis templates**
- **Injury and Incident Management and Registers**
- **Hazardous Substance Management and Registers**
- **Risk Assessment and Risk Control templates**
- **Training Registers and Toolbox Talk templates**
- **Safety Inspection Checklist Template**
- **Fire Safety, Evacuation and Emergency Procedures**
- **Other relevant documentation according to your state or territory**

Depending on staffing levels, there must be the appropriate number of properly trained staff members to meet particular state and territory requirements for first aid, fire and emergency situations. Please refer to state and territory regulatory bodies to determine appropriate levels.

## **Staff Health**

### **Standards**

Potential health risks for humans exist when working with animals. Animals can harbour disease causing organisms which can be transmitted to humans (zoonoses). To protect staff health a list of common zoonotic diseases and hydatids associated with animals must be prominently displayed throughout the facility/establishment and staff must be educated in the prevention of zoonoses.

All staff, especially women of childbearing age, working with cats, must be made aware of the risk of contracting toxoplasmosis.

Staff health must be protected by the provision of, or access to:

- Induction upon commencing work in the facility/establishment.
- Adequate hot and cold hand washing facilities available.
- Hand disinfectant placed at various locations around the facility/establishment.
- Staff should be immunised against tetanus.
- Provision of personal protective equipment e.g. disposable gloves.

### **Guidelines**

- Adequate ongoing training should be provided to ensure optimal animal and staff health and welfare. This includes induction training and ongoing staff and proprietor training.

- Adequate systems and processes, written procedures and record keeping should be in place to demonstrate the above without ambiguity.

## Animal Health Management Plan

Every business must have a health management plan which is reviewed annually. Health management plans must be formulated in consultation with a veterinary practitioner. Plans must be signed by a veterinary practitioner on an annual basis and whenever veterinary practitioners change, whichever is more frequent.

The health management plan must include protocols for:

- Assessment for admission of new breeding animals to the business
- Protocols for quarantine and movement of animals, including new animals introduced to the business
- Provision of appropriate diet for all animals at the business
- Hygiene, disinfection and disease prevention
- Vaccination programs
- External parasite prevention and treatment programs including screening for ear mites, dermatophytes, ticks, and ringworm
- Internal parasite prevention and treatment programs
- Investigation and treatment of animals showing signs of chlamydia
- A procedure for the investigation and management of FIP (Feline Infectious Peritonitis). Businesses with repeated cases of diarrhoea leading to the suspicion of FIP must undertake investigation by means of autopsy of cats that die or are euthanased due to their symptoms. Cats showing clinical symptoms must be provided with palliative care prior to humane euthanasia. A management and breeding plan should be developed where businesses have confirmed multiple cases
- Response to a general outbreak of disease
- Grooming requirements
- Approved methods of euthanasia for emergency situations
- birthing protocols
- Management of isolation facilities (where isolation facilities are constructed at the business)
- exercise, environmental enrichment and socialisation programs
- Assessment programs for the health and welfare of animals being reared for sale or as replacement breeding animals
- Health assessment for puppies and kittens for sale
- Behavioural and welfare assessment of animals on a daily basis
- Processes for determining the suitability of breeding animals to continue breeding within the business
- Processes for long term management, desexing and/or assessing suitability for rehoming or euthanasia of retired breeding animals
- Risk assessments of housing and exercise areas and risk management plan/s
- Pest management protocols
- Development and display of emergency response plans for both humans and animals including evacuation procedures at the business.

# Hygiene, Cleaning and Disinfection

## Standards

- A facility/establishment must be clean and hygienic at all times.
- A hygiene management plan must be established in consultation with a veterinary practitioner and included in the facility's/establishment's health management plan.
- Areas housing animals with a facility/establishment must be cleaned at least once daily.
- Animal enclosures must be disinfected at least once weekly, noting that **some disinfectants are dangerous and toxic to dogs and cats.\* See note.**
- Animal pens/enclosures must be cleaned and disinfected before new animals are introduced or before whelping.
- Bedding must be cleaned or changed at least once daily and disinfected at least once a week.
- Exercise areas must be cleaned daily or before new dogs and puppies are introduced to the area.
- Food preparation and storage areas, food and water containers, utensils and equipment used in the preparation and provision of food, must be maintained to a hygienic standard.
- All uneaten food must be removed as soon as possible after feeding with the exception of cats and kittens who must have dried food available throughout the day for grazing.
- Faeces and waste materials must be disposed of in accordance with the requirements of the appropriate authority. Faeces must not be disposed of in sewer or septic systems.
- Disposable bedding, food containers and general waste from the facility/establishment must be placed in a waste disposal device.
- Wastes must not be incinerated unless the incinerator is registered with the appropriate authority.
- Collection drains must be cleaned daily.
- Litter trays must be checked, scooped and replenished daily.
- Litter trays must be changed, washed and disinfected at least once every three (3) days.
- Litter trays that are saturated with urine must be changed immediately.
- Toys used in socialisation and environmental enrichment must be washed in hot soapy water and disinfected after each use.
- MSDS sheets for all chemical and industrial products used in the facility/establishment must be prominently displayed throughout the facility/establishment including feeding and storage areas.

## Guidelines

- All dead animal waste products such as faeces, bedding and food waste should be disposed of promptly and hygienically and in accordance with the requirements of the local government authority, the relevant government department or other authorities.
- Use of a trade waste service should be used for collection and disposal of wastes.
- Specialist advice should be sought before pest control operations are conducted in order to protect the health and safety of the staff and the animals kept.

## Notes

***Some disinfectants are toxic to some species, e.g. some common disinfectants containing coal and wood products such as pine oil, phenol, cresol and chloroxylenols are toxic to cats. Tea tree oil is toxic to both dogs and cats. Staff must be familiar with***

***these matters and avoid the use of inappropriate products. Chemicals used for pest control should be registered by the Australian Pesticides and Veterinary Medicines Authority under the Agricultural and Veterinary Chemicals Code Act 1994 (Commonwealth) and only used in accordance with the manufacturer's instructions.***

## **Record Keeping**

### **Standards**

All business and animal records must be kept for a minimum of 5 years with at least the previous 12 months' records (or the Statute of Limitations under the Prevention of Cruelty Animals legislation in the relevant state or territory or other local, state or commonwealth laws) kept on site). The person in charge of the facility/establishment must be able to produce these records within 24 hours.

### **Business Records**

Must include the following:

- Domestic animal business registration.
- Registration certificate for each animal over 12 weeks of age if required by local or state legislation.
- Human resources records for each individual working the facility/establishment and must include name, address, contact number, emergency contact details, qualifications, position descriptions, training, vaccination status and any specific health issues e.g. diabetic.
- Staff shifts and rosters.
- A copy of the emergency evacuation plan including site maps.
- The health management plan.
- Copy of the agreement between the facility/establishment and a veterinary practitioner and contact details.
- All company contracts, insurance policies, registrations.
- The facility/establishment parasite management plan and inspection reports.
- Records relating to the purchase or acquisition of animals into the business with details of the previous owners, microchip details, transfer of ownership papers, health records and vaccination status at the time of entry into the facility/establishment.
- Records relating to the sale of animals to and from the business.
- A complete copy of the health guarantee statement given to new owners.
- Literature to accompany animals sold from the facility/establishment giving advice to new owners on the care and management of their new animal.
- A copy of all standard operating procedures and company policies.
- Animal inventories and stock control documents and reports including deceased and euthanased animals.

### **Animal Records**

#### **Animals under 12 weeks of age:**

- Animal records must be established at birth for each individual animal and maintained until the animal changes hands or the animal is deceased and must include the following:
  - Name or other identification
  - Microchip number (when implanted)
  - Sex
  - Breed

- Birth date or date the animal was purchased from another breeder or private person.
  - If no birth date known an approximate age is required based on a veterinary practitioner's advice.
  - Colour and distinguishing features.
  - A complete health and veterinary history including vaccination records, internal and external parasite control and heartworm records for dogs.
- Disposal records of deceased animals including date reason for death and copies of supporting documentation where applicable

#### **Animals over 12 weeks of age:**

- For each animal 12 weeks of age and over held in the facility/establishment the following records must include:
  - Council registration certificate.
  - Name.
  - Microchip number.
  - Sex (including whether de-sexed).
  - Breed.
  - Birth date or when unknown an approximate age based on advice from a veterinary practitioner.
  - Distinguishing features, colour.
  - Home pen/enclosure location at the facility/establishment (number and details).
  - Dam breed and sire breed, birth dates and microchip details for both including details of any previous owner if applicable.
  - Animal acquisition date and details of previous owner.
  - For leased dogs and cats the name and contact telephone of the veterinary practitioner who normally attends the animals.
  - A complete health care and veterinary history and routine husbandry including vaccination records, internal and external parasite control, heartworm records (dogs only).

#### **Breeding Status:**

- Complete breeding history for each fertile female, including dates of mating and birthing, number of offspring born for each litter, weeks gestation at birth, number of offspring born alive, number of offspring born dead, any birth complications and a record of treatment administered. Number of offspring alive at 8 weeks of age, microchip number for all offspring at 8 weeks of age and any veterinary treatment provided post birthing and /or during lactation.
- Complete breeding history for each entire fertile male including dates of mating and identification of female mated with.
- Disposal records including date and mode of disposal and the name and address of new owners.
- Return records including date of return and copies of supporting documentation if applicable.

#### **Individual Animal Identification**

- The name, description, breed, sex and microchip number of each animal in a pen/enclosure/cage must be displayed clearly on each pen/enclosure/cage in the form of an identification card.

- Each identification card must indicate whether the animals are receiving additional care and the type of care and for females, the number, birthdate, sex and details of offspring.

## **Guidelines**

- The use of stock books, enclosure labels and cards, daily cleaning/feeding/watering health observation record sheets is encouraged.
- Procedural documents should be periodically reviewed and approved by the person in charge. The period from the last review and approval of procedures should not exceed two (2) years.
- Records kept should have space for notes or observations regarding the individual animal and made during the animal's time at the facility/establishment, including any significant alteration in the animal's condition or behaviour since arrival at the facility/establishment.

## **Transport of Animals**

### **Standards**

- Where more than one animal is to be transported, vehicles used for the transport of animals must have provision for non-compatible animals.
- Non-compatible animals must be physically separated and restrained or individually enclosed by compartment or cage.
- The design of the compartment/cage must be both escape-proof and prevent the protrusion of head and/or limbs of any animal carried.
- Constructed of impervious materials and a design that allows for effective cleaning and disinfection.
- Weatherproof and adequately ventilated when the vehicle is both in motion and stationary.
- The animal area must maintain a temperature range between 10 and 32 degrees at all times.
- Cats must be individually caged with the exception of queens with kittens who may be caged together where the cage is sufficiently large enough for all the cats to lie comfortably.
- No animal may be transported in the boot of a sedan.
- Dogs must not be transported in the cabin of an animal transport vehicle.
- The only exception is for working dogs when they are working with stock. When dogs are working owners must adhere to the Prevention of Cruelty Act in their state or territory.
- Business animal transport vehicles must be cleaned and disinfected after each delivery of animals.
- On road trips of more than two (2) hours duration, adequate stops should be made to allow dogs and cats the opportunity to exercise, eat, drink, urinate and defecate where appropriate and for enclosures to be cleaned where necessary.
- Animals transported by air must comply with IATA's [Live Animals Regulations \(LAR\)](#) the worldwide standard for transporting live animals by commercial airlines. The objective of the LAR is to ensure all animals are transported safely and humanely by air. The 41st edition of the regulations came into effect on 1 January 2015

## Guidelines

- Containers used for dog and cat transport should provide adequate light and ventilation.
- Containers regularly used for transporting dogs and cats should:
  - Protect animals from injury through being free from protrusions or sharp edges in the carrying area.
  - Have non-slip floors.
  - Provide easy access and safe access for handlers.
  - Be air conditioned to protect against extremes of temperature when stationary.
  - Protect against unauthorised release or escape of the animals.
  - Be easy to clean and disinfect.
  - Be fitted with an operational air conditioning system to the section of the vehicle where the animals are held

***Note: The driver of the transport vehicle is the person in charge and therefore responsible for the welfare of the animals in the vehicle during transportation.***

## Security

### Standards

- Premises and animal enclosures must be secure against ingress of unwanted animals, persons or pests.
- The facility/establishment must have a competent person/persons living on site 24 hours per day.
- The facility/establishment must be able to be reasonably secured to prevent access to the premises outside trading hours, including outdoor cage and run areas.
- Enclosures/pens must be securely fastened outside trading hours to the extent required to avoid escape.
- All external openings must prevent escape of animals or easy removal of products or equipment without authorisation.
- Adequate security must be in place to ensure the safety of staff, the public and all animals on the premises.

### Visitors:

- Visitors to the facility/establishment must report to the allocated reception area.
- Visitors must be accompanied by a staff member when inspecting animals in the facility/establishment.
- Visitors must be provided with access to hot and cold water washing facilities with soap.

### Guidelines

- Every effort should be made to recover escaped animals.
- The facility/establishment should wherever possible install security systems to ensure the safety of all animals and staff.

### Visitors:

- The facility/establishment should provide an enclosed 'meet and greet' area for new owners to socialise with the animal they wish to purchase.

# Emergencies

## Standards

- Functioning fire-fighting equipment must be readily available and staff trained and practiced in its use (Note: some fire retardants may be toxic to animals).
- Each facility/establishment must have a documented procedure for the management or swift removal of all animals from the premises in the case of emergency, where it is safe and reasonable to do so. This document must be kept in a prominent place on the premises. All staff must be able to produce the document and must be familiar with its content. Any methods detailed in the emergency plan must allow for ready access to animals and ready exit for visitors, staff, volunteers and animals from the premises in the event of an emergency.
- Emergency procedures must include a plan to deal with a situation where staff are not allowed back into the facilities for up to a week (for example in flood or fire), in particular if staff have not been able to ensure exit of all animals at the time of the initial emergency.

## Guidelines

- A supply of portable enclosures/cages for use in emergencies should be held at the facility/establishment to facilitate the swift evacuation of animals in the event of an emergency. A supply of leashes should be kept for evacuation of dogs.



## **Dog Management**

- All new dogs entering into the facility/establishment must be either held off site or in strict isolation on site for a period of no less than 20 days before being mixed with other dogs in the facility/establishment to avoid any cross contamination of infectious diseases eg. Parvovirus or Canine Cough.
- Each animal must be individually identified.
- Measures must be implemented to protect dogs from distress or injury caused by other animals.
- Dogs must be protected from distress of injury caused by interference by people.
- Dogs may be distressed by the presence of other dogs and cats and must be housed in a manner that prevents visual contact and minimises or reduces olfactory contact.
- Dogs must receive environmental enrichment recognising the physiological status and special needs of differing ages and species, to ensure good psychological health.
- Dogs that are unable to feed themselves must only be kept where adequate supervision is available.

## **Housing**

### **Small businesses**

- A small business has 3-5 fertile adult dogs and may house up to 5 compatible dogs over 16 weeks of age together.

### **Large Businesses**

- A large business has 6 or more fertile adult dogs and may house 4 compatible dogs together.

### **Working Dog Breeding Businesses**

- Working dog breeding businesses may have up to 4 compatible dogs together.

## **Standards**

This section outlines the minimum standards required for keeping dogs and puppies in breeding facilities/establishments. The accommodation, environment and security of animals should be of a standard which ensures their security, safety and wellbeing.

Vehicles, caravans, portable crates and the crawl space under any dwelling must not be used as permanent housing for dogs.

All housing facilities must display emergency evacuation procedures in and near animal housing facilities in the facility/establishment. This may be near the front door of a place of residence or near the kennelling areas.

- Breeding facilities/establishments must have a continuous water supply, adequate to meet the daily requirements of the dogs held.
- Breeding facilities must be designed constructed serviced and maintained in a way that provides for the good health and wellbeing of the animals which prevents the transmission of infectious disease agents, the escape of animals and does not cause injury to either animals or humans.
- When dog housing is constructed outdoors the minimum height of fencing for each enclosure/pen must be no less than 1800 mm.

- When dog housing is constructed outdoors, animals must be provided with protection from rain and wind, direct sunlight or other adverse weather, conditions and must be provided with a clean dry dedicated sleeping area raised off the ground and containing soft warm bedding material.
- Materials used must be weatherproof and selected for ease of cleaning, durability and nontoxicity.
- Where dog housing is constructed indoors but not inside a place of residence (e.g. a kennel building) natural daylight during daylight hours must be provided and temperature, humidity and ventilation must be managed.
- When forced ventilation is the only form of air intake and extraction the temperature must be maintained in the range of 10 to 32 degrees Celsius. The systems air reticulation units must incorporate effective air cleaning and filtration and a backup alarm system in case of power failures or breakdown. All systems must be well serviced and maintained.
- Ventilation areas must be adequate to keep animal housing areas free of dampness, noxious odours and draughts.
- Fully enclosed dog housing must have an air change rate of 8-12 changes per hour to prevent the build-up of foul odours. Ventilation devices must avoid draughts and distribute fresh air evenly to all of the housing areas.
- Where a facility/establishment houses both dogs and cats, cat housing must be a sufficient distance or otherwise isolated from dog housing to minimise the stress created by the sound, sight or smell of dogs.
- Dog housing in PIAA breeding member facilities/establishments must meet the minimum pen/enclosure sizes outlined in these Standards and Guidelines for Best Practice.
- Dogs must not be exposed to extended contact with wet floors.
- Sleeping areas for dogs must have clean, hygienic, dry, soft bedding appropriate to the species and breed. Bedding must be sufficient for the number of animals held in each enclosure and must be sufficient to insulate them from the floor.
- Sleeping areas must be cleaned daily and disinfected weekly.
- Each dog older than 16 weeks of age must be provided with a separate bed or sufficient bedding material so that all animals can sleep comfortably at the same time.

### **Isolation housing**

- A designated isolation area within the facility/establishment must be available for dogs suspected of illness or having infectious diseases. If the facility/establishment does not have a dedicated isolation area, a written agreement with a veterinary practitioner must be in place for animals to be transferred to a veterinary hospital that can accommodate the animals.
- A documented and demonstrable biosecurity program must be in place for the isolation housing.
- Animals suspected or known to be suffering from infectious diseases must be transferred directly to the isolation housing unless a veterinary practitioner has given written assurance that it is appropriate for those animals to be housed with other animals in the facility/establishment.

## MINIMUM SIZES FOR DOG PENS/ENCLOSURES

Animal/s	Height of dogs at shoulder	Min. Floor Area (m2)*	Min Height (cm)	Min Width (cm)	Incr. floor per puppy 8-16 wks (m2)
Puppy/ies (+/- bitch)					
1 dog	<40 cm	7	180	120	0.5
2 dogs	<40	14	180	120	
Socially compatible group of dogs housed in backyard or house	<40	1.5 per animal	-	-	-
1 dog	40-60 cm	10	180	180	1.0
2 dogs	40-60 cm	20	180	180	
Socially compatible group of dogs housed in backyard or house	40-60 cm	2.4 per animal	-	-	-
1 dog	>60 cm	15	180	240	1.5
2 dogs	>60 cm	30	180	240	
Socially compatible group of dogs housed in backyard or house	>60 cm	3.5 per animal			

**\*Minimum floor area includes the area allocated to bedding**

### Mating

- Mating pairs must be separated from other animals.
- Mating pairs must be monitored during mating.
- Dog breeding stands must not be used.
- If the female dog is unduly harassed she must be removed and veterinary advice sought if there is risk of injury to either dog or for any other concern as to the wellbeing of the dog.

### Whelping

- Within 7 days of her due date a pregnant bitch that is multiple housed must be moved to a specific whelping area or be provided with private accommodation containing a whelping box.
- Exercise, socialisation, enrichment and handling for late pregnancy must remain the same as for pregnant bitches where their health and physical condition allows.
- As soon as the bitch shows signs of whelping, fresh bedding must be provided and she must be monitored until birthing is complete.
- If there are concerns regarding the welfare of the bitch or her puppies, veterinary advice must be sought.
- The bitch must be monitored every 4 hours until the puppies are feeding and maternal acceptance has been firmly established.
- The birthing area must be completely cleaned and all bedding changed within 24 hours of the completion of birthing.

### Lactating

- Monitoring of lactating bitches must ensure that all puppies are feeding and that the bitch is lactating.
- Veterinary advice must be sought by the person in charge if puppies do not gain weight.
- Birth bitches must be inspected twice daily for mastitis and treated immediately upon diagnosis.
- Clean bedding must be provided on a daily basis during lactation.
- Puppies must have a health check by a staff member within 12 hours of birth.
- Daily handling must begin within 7 days of birth.
- Bitches must be exercised.

## Guidelines

- The bitch should be monitored at least hourly during the birth.
- Measures should be in place to protect dogs from loud or sudden noise.
- Noise from barking dogs should be managed to comply with noise regulations and work, health and safety requirements. Noise may be reduced by one of more of the following methods:
  - Judicious use of sound proofing or suitable construction methods which reduce noise.
  - Care with dog placement to avoid unnecessary noise e.g. dog pens/enclosures constructed so as dogs cannot see other dogs between pen/enclosure walls and doors.
- Environmental temperature should be controlled to minimise distress to cats including the provision of heating or cooling particularly for old, young and pregnant animals if necessary. Particular attention should be given to protections to brachycephalic breeds\*\*, especially against heat.
- All facilities should have an adequate water supply and should be connected to a sewer system or on a septic system in accordance with the requirements of the local government authority, the relevant government department or other authorities.
- Faeces and waste materials should be disposed of in commercial disposal bins and not placed in the sewer or septic systems.

**\*\*Brachycephalic means short-faced**

## **Exercise Areas**

### **Standards**

- Exercise areas must be constructed to ensure that no animal can escape and must include shade areas so animals are protected from extremes of temperature.
- Exercise areas must have a perimeter fence of no less than 1800 mm unless the dogs are supervised by a staff member in which case the fence must be no less than 1200 mm.
- Exercise areas must be available for all dogs in the facility/establishment and must be supervised to ensure that the animals contained within the exercise area are compatible.
- Dogs must not be exercised in any way which may pose the risk of serious injury e.g. dogs are attached to motor vehicle or unsupervised on a treadmill.
- If dogs are tethered this must be done in accordance with the Prevention of Cruelty to Animals Act in the relevant state or territory.
- Pregnant bitches of more than 7 weeks gestation, whelping bitches and lactating bitches with puppies must not be tethered.
- Puppies under 16 weeks of age must not be tethered.

### **Small Businesses**

Separate exercise areas are not required for small businesses however daily exercise must be provided for all animals.

### **Large Businesses**

Separate exercise areas should be available and no more than 6 dogs must be exercised together.

The minimum floor space of exercise areas must be 20 square metres for the first dog and an additional 7 square metres for each dog thereafter. Fences must be at least 1800 mm in height and have a minimum width of 5 metres. Staff ratio 1 to 18 dogs in up to 3 exercise areas.

### **Guidelines**

- Exercise area should be constructed approximately 6 metres x 12 metres separate from animal housing. The surface area should be grass or preferably artificial grass.
- One third of the area should be covered by utilising a shade sail.
- A permanent supply of clean drinking water is to be available in each exercise area.
- Measures should be in place to minimise the deterioration of exercise areas to bare earth

## **Nutrition**

### **Standards**

- Dogs must receive a balanced and complete diet which allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.
- Minimum quantity and nutritional quality of food must be detailed in the health management plan.
- All meals must be served in containers that have been cleaned and washed in hot soapy water before use and disinfected once a week.
- Clean water must be available at all times at a temperature, quantity and quality to meet the physiological needs of the dog and that the dog will drink.
- Water containers must be large enough to hold sufficient water for all dogs in a pen/enclosure.
- Water containers must be large enough to hold sufficient water for all dogs to be able to drink at any one time.
- For young puppies the container must be shallow enough to prevent injury or drowning.
- All adult and adolescent dogs must be fed a minimum of once daily.
- Pregnant and lactating bitches must be fed at least twice daily or under clear instruction from a veterinary practitioner.
- Puppies 3 weeks of age to weaning must be provided with an appropriate food in a shallow food container according to the facility/establishment health management plan.
- Fully weaned puppies less than 16 weeks of age must be fed a minimum of 3 times daily and must not be left without food for a period of more than 12 hours.
- Puppies may share a food container.
- Puppies between 4 and 6 months must be fed a minimum of twice daily and must not be left without food for a period of more than 12 hours.
- Orphaned and pre-weaned puppies must be fed under the direction of a veterinary practitioner.
- When multiple housed, each animal must be provided with their own food container. The person in charge must ensure all animals are socially compatible to feed together and are able to eat a sufficient quantity of food without duress.
- Food must be stored in sealed containers to prevent its deterioration or contamination by vermin.
- Fresh food must be refrigerated according to manufacturer's directions.
- A minimum of 5 days food must be held by the facility/establishment at all times to ensure food is available in the case of an emergency.
- Food containers must be non-spillable and made of material that can be disinfected and must not cause injury to the animals.

### **Guidelines**

- Feeding of raw offal is not recommended.
- Food should be prepared hygienically and served in clean containers.
- Food and water containers should be readily accessible to dogs and puppies and be positioned to avoid spillage or contamination by urine or faeces.
- Food containers should be stable and non-toxic.

# Health Care

## Standards

- All dogs regardless of breeding status must have a general health check by a veterinary practitioner at least once per year or more frequently if directed by a veterinary practitioner
- All dogs must have a general health check by a veterinary practitioner prior to their first mating.
- A veterinary health check by a veterinary practitioner for all female breeding dogs prior to each mating cycle.
- All breeding females must have a general health check by a veterinary practitioner within 8 weeks postpartum.
- All health issues identified must be recorded in the animal's health record.
- All dogs must be groomed and the coat of long haired dogs must be brushed or clipped at a frequency which ensures that the dogs are not left dirty, matted, tangled or unkempt.
- All facilities/establishments must have an internal and external parasite prevention program in line with the health management plan.
- Dogs with pendulous ears must have their ears checked weekly and appropriate action taken to minimise ear infections.
- All dogs must have their toenails checked and trimmed at a frequency that prevents them from becoming overgrown.

## Vaccinations and parasite control in puppies under 12 weeks of age

- Puppies must be vaccinated for the following by a veterinary practitioner:
  - Canine Distemper
  - Infectious Canine Hepatitis
  - Canine Parvovirus
  - Canine Cough (parainfluenza Type 2 and Bordetella bronchiseptica). (Not required for puppies but adult dogs must be vaccinated for canine cough)
  - Heartworm
  - Internal and external parasites e.g. fleas and ticks

First treatment/vaccine must be given before 10 weeks of age. Vaccination certificates including dates of next treatment, details of the treatment required and a record of who administered the treatment must be signed by a veterinary practitioner at each vaccination.

## Vaccinations and parasite control in dogs 12 weeks of age and older

- All dogs 12 weeks of age and older in the facility/establishment must have current vaccination against and treatment for the following by a veterinary practitioner:
  - Canine Distemper
  - Infectious Canine Hepatitis
  - Canine Parvovirus
  - Canine Cough (parainfluenza Type 2 and Bordetella bronchiseptica)
  - Heartworm
  - Internal and external parasites e.g. fleas and ticks

## **Guidelines**

Signs of illness or injury for which veterinary treatment should be sought include but are not limited to:

- Runny nose
- Runny, discharging or inflamed eyes
- Repeated sneezing
- Coughing
- Vomiting
- Severe diarrhoea, especially if bloodstained
- Lameness
- Bleeding or swelling of body parts (other than the vulva of a female on heat)
- Inability to stand or walk
- Loss of appetite
- Weight loss, particularly if severe or sudden
- Apparent pain
- Fits, staggering or convulsions
- Patchy hair loss
- Bloating of the abdomen
- Difficulty or inability to urinate or defecate
- Red or brown coloured urine
- Depression
- Fever
- Any other serious physical or behavioural abnormality

Bitches in the last week of pregnancy should be inspected by animal attendants at regular intervals.



## Breeding and Rearing

### Standards

- Bitches must not be mated during their first oestrous cycle.
- A dog must be physically and mentally fit, healthy and free of disease at the time of being mated.
- All dogs must have a general health check by a veterinary practitioner prior to their first mating. Veterinary practitioners must provide a certificate to state that, at the time of examination, the dog is suitable to breed.
- All female dogs must have a premating check with a veterinary practitioner prior to each mating cycle.
- All breeding females must have a general health check by a veterinary practitioner within 8 weeks post-partum, or an annual health check whichever is more frequent.
- A dog must only be mated for up to seven (7) years after which time he must be retired, de-sexed, given basic training and socialisation in preparation for re-homing.
- During mating breeding pairs must be isolated from the remaining breeding population and monitored by the person in charge on a regular basis to ensure the mating proceeds in a normal manner.
- Mothers in the latter stages of pregnancy must be provided with additional access to food and water provided at frequent intervals.
- Whelping bitches must be provided with a suitable whelping box lined with clean bedding changed daily.
- Animals that are isolated from the remaining breeding population must be provided with additional attention and socialisation by animal carers.
- Bitches must not have more than five (5) litters in total. After that time she must be retired, de-sexed, given basic training and socialisation in preparation for re-homing.
- Lactating mothers must be provided with additional food and water.
- Lactating mothers must be housed in such a manner that they are able to escape their young.
- Puppies must not be separated from their litter or their lactating mother until they are seven (7) weeks of age to facilitate socialisation, except in the best interests of the puppy or their mother.
- Solid food must be offered to puppies from three (3) weeks of age. Puppies must be monitored when first offered solid food to ensure that the food is acceptable and palatable.

If necessary solid food may require moistening or softening to increase palatability.

- Puppies must be observed to ensure that they achieve a steady weight gain every week.

### Guidelines

- Breeding practices should ensure that both breeding animals and the offspring they produce are physically and behaviourally sound and healthy as possible. Dog breeders have a responsibility to ensure that their breeding animals maintain the best quality of life possible and litters should only be produced with a reasonable expectation of finding homes where they are both wanted and appreciated and are offered a similarly good quality of life.
- Where a heritable disease is recognised in a breed and where there is screening procedures or a test for that disease, the person in charge in the case of a stud dog or bitch should:
  - Have a current official evaluation or test result for the dog for such hereditary disease.

- Provide the official evaluation or test result to the owners where the dog is to be mated to an animal not owned by the breeding facility/establishment.
  - Provide the official evaluation or test result of both the sire and dam to the new owners of any puppy.
  - Endeavour to ensure that the genetic make-up of both the sire and dam will not result in an increase in the frequency or severity of known inherited disorders.
- Breeding dogs should be selected to eliminate negative behavioural traits e.g. poor mothering ability or aggressiveness.
  - It is desirable to encourage puppies to urinate and defecate away from the nesting area. It is easier for dogs to learn this behaviour at a young age and animals with good toileting practices may make better pets
  - Dogs which are well socialised to human adults and children and with other animals will become well-adjusted companions. The best opportunity to socialise puppies to humans and other animals is before twelve (12) weeks of age.
  - Before any dog or puppy is sold the prospective owner should be advised that the breeder has taken all reasonable steps to ensure that the animal is physically and behaviourally healthy.
  - Breeders should consider the welfare of their breeding sires and dams when deciding on the best time to re-breed or to cease breeding their animals.
  - When dogs reach the end of their useful breeding life or when mature potential breeding stock is found to be in some way unsuitable for breeding purpose it is the responsibility of the owner to:
    - Have such dogs spayed or castrated.
    - Settle the dogs into their new conditions.
    - Either provide a pet home for the de-sexed dogs themselves or to canvass for and carefully select a new pet home for the animals.
    - Exercise patience and retain responsibility for the dog until such a time as a satisfactory new home is established.
  - After delivery of a litter the mother and young should be health checked by a veterinary practitioner and the birthing area should be cleaned and disinfected.
  - Any puppy which does not achieve a regular weight gain should be referred to a veterinary practitioner.
  - The correct paper work, including mating dates, sire's pedigree and any service agreements or litter registration forms, should be supplied to the owner/lessee of the bitch when she is collected after the mating or on payment of an agreed fee.

**Note**

*The person in charge of the facility/establishment is reminded of the provisions of local and state legislation and codes of practice concerning dangerous dogs and restricted breeds.*

# **Exercise, Socialisation and Environmental Enrichment**

## **Standards**

- All dogs and puppies in the facility/establishment must be given sufficient daily exercise in line with their age, health and breeding status which must be detailed in facility's/establishment's health management plan.
- Dogs must receive socialisation and environmental enrichment, recognising the physiological status and special needs of differing ages and species to ensure good psychological health.
- All dogs of all age and breeding status in both small and large facility/establishments must be provided with a minimum amount of daily exercise and enrichment.
- The minimum exercise time in an exercise enclosure or on a leash must be for one (1) hour two (2) times per day. Should the dog's normal enclosure/pen size exceed ten (10) times the PIAA size for enclosures/pens the minimum time in an exercise enclosure must be thirty (30) minutes two (2) times per day.
- All dogs must be provided with environmental enrichment whilst in the exercise enclosure for stimulation. All socialisation and enrichment sessions must be supervised by staff at all times.
- The number of animals to be socialised must be limited so as to allow sufficient one to one play time and handling with staff and the other animals during the session.
- An exercise and enrichment management plan must be established as part of the facility/establishment's health management plan specific to each breed/type of dog maintained at the business, including retired animals, taking into consideration climatic extremes.
- All activities must be monitored.
- Socialisation and environmental enrichment must include walking on a lead, basic obedience training (using positive reinforcement), retrieving, throwing a ball and allowing play with safe and hygienic play toys.
- Where dogs are housed continuously indoors dogs must be given one full exercise session per day in an outdoor exercise area weather permitting.
- Enrichment programs must include rotation of activities and must not be limited to only periods of exercise and handling.
- Dogs and puppies injured, ill or recovering from an ailment must be exercised under guidance of a veterinary practitioner.

## **Working Dog Breeding Businesses**

- All working and guardian dogs must be provided with a minimum of two (2) 30 minute exercise sessions per day (at least two days apart), when the dog is not working/guarding livestock or training.
- On days when dogs are working/guarding livestock, there are no exercise or enrichment requirements.

## **Guidelines**

- Toys, sand pits and other obstacles should be provided as part of the enrichment program and playing with staff can be considered part of daily handling.
- Toys and washable enrichment items should be washed with hot soapy water when soiled and disinfected when being transferred between pens/enclosures/exercise areas.

- Dishwashers are suitable for disinfection at a temperature of 65 degrees C or above using the appropriate dishwashing detergent in accordance with manufacturer's instructions.

#### **Working Dog Breeding Businesses**

- Puppies and lactating bitches that are not being used for working livestock should be provided with gentle exercise and enrichment twice a day.

## **Cat Management**

- Each animal must be individually identified.
- Measures must be implemented to protect cats from distress or injury caused by other animals.
- Cats must be protected from distress or injury caused by interference by people.
- Cats may be distressed by the presence of other cats and dogs and must be housed in a manner that prevents visual contact and minimises or reduces olfactory contact.
- Cats must receive environmental enrichment recognising the physiological status and special needs of differing ages and species, to ensure good psychological health.

## **Housing**

### **Standards**

This section outlines the minimum standards required for keeping cats and kittens in breeding facilities/establishments. The accommodation, environment and security of animals should be of a standard which ensures their security, safety and wellbeing.

Vehicles, caravans, portable crates and the crawl space under any dwelling must not be used as permanent housing for cats.

All housing facilities must display emergency evacuation procedures in and near animal housing facilities in the facility/establishment. This may be near the front door of a place of residence or near the kennelling areas.

- Breeding facilities/establishments must have a continuous water supply, adequate to meet the daily requirements of the cats held.
- Breeding facilities must be designed, constructed, serviced and maintained in a way that provides for the good health and wellbeing of the animals and which prevents the transmission of infectious disease agents, the escape of animals and does not cause injury to either animals or humans.
- Where a facility/establishment houses both dogs and cats, cat housing must be a sufficient distance or otherwise isolated from dog housing to minimise the stress created by the sound, sight or smell of dogs.
- Cat housing in PIAA breeding member facilities/establishments must meet the minimum pen/enclosure sizes outlined in these Standards and Guidelines for Best Practice.
- Cats must not be exposed to extended contact with wet floors.
- Each cat must be provided with a suitable enclosed area where it can 'hide' from other animals and sleep.
- Sleeping areas for cats must have clean, hygienic, dry, soft bedding appropriate to the breed. Bedding must be sufficient for the number of animals held in each enclosure and must be sufficient to insulate them from the floor.
- Each cat must be provided with a litter tray which is at least 1.2 times the length of the cat. The tray must contain a sufficient depth of material e.g. commercial cat litter, sand, shredded paper, sawdust or shavings.
- Sleeping areas must be cleaned daily and disinfected weekly.
- Each cat must be provided with a separate bed or sufficient bedding material so that all animals can sleep comfortably at the same time.

## Isolation housing

- A designated isolation area within the facility/establishment must be available for cats suspected of illness or having infectious diseases. If the facility/establishment does not have a dedicated isolation area, a written agreement with a veterinary practitioner must be in place for animals to be transferred to a veterinary hospital that can accommodate the animals.
- A documented and demonstrable biosecurity program must be in place for the isolation housing.
- Animals suspected or known to be suffering from infectious diseases must be transferred directly to the isolation housing unless a veterinary practitioner has given written assurance that it is appropriate for those animals to be housed with other animals in the facility/establishment.
- Cat isolation housing must be a sufficient distance or otherwise located away from dog enclosures to minimise the stress created by the sound sight or smell of dogs.

## MINIMUM SIZES FOR CAT ENCLOSURES

Animal/s	Min. Floor Area (m2)	Min Height (cm)	Min. Width (cm)
Kittens* (+/- queen)	0.8	210*	60
Single Cat	0.8	210*	60
Cats (max 2)	0.8	210*	60
Socially compatible group housed in backyard or house	0.8 per animal with provisions made for vertical space		

**\*The module must contain at least 2 levels incorporating raised sleeping quarters. Access to all levels must be available through the provision of ramps, poles, steps or the like.**

## Breeding Areas

- Cat breeding area must be located away from sources of excessive noise or pollution that could stress or injure the animals.
- Noise from stud cats or calling queens must be managed to comply with noise regulations and work, health and safety requirements and may be reduced by one or more of the following methods:
  - Providing lockable soundproof quarters in which the stud is held at night in compliance with noise regulations.
  - Locating the stud house inside another building or by taking advantage of as much shielding by existing walls and buildings as possible.
  - Providing the stud with companion cats, a more interesting run or more companionship such as relocations to where people, other cats and other animals can be regularly seen.

- Removing a calling queen from an outside pen and placing indoors in a pen which can also be further covered over at night.
- Taking the queen promptly to the stud (the stud being either entire or vasectomised).

## Guidelines

Environmental temperature should be controlled to minimise distress to cats including the provision of heating or cooling particularly for old, young and pregnant animals if necessary. Particular attention should be given to protections to brachycephalic breeds\*\*, especially against heat.

**\*\*Brachycephalic means short-faced**

## Nutrition

### Standards

- Cats must receive a balanced and complete diet which allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages.
- Minimum quantity and nutritional quality of food must be detailed in the health management plan.
- All meals must be served in containers that have been cleaned and washed in hot soapy water before use and disinfected once a week.
- Clean water must be available at all times at a temperature, quantity and quality to meet the physiological needs of the cat and that the cat will drink.
- Water containers must be wide and shallow enough to hold sufficient water for all cats in their enclosure.
- For young kittens the container must be shallow enough to prevent injury or drowning.
- When multiple housed each cat must be provided with sufficient water and food containers to ensure all cats can feed and drink at one time should they choose to.
- The person in charge must ensure that all cats multiple housed are socially compatible to feed together and are able to eat a sufficient quantity of food without duress.
- All adult and adolescent cats must be fed a minimum of once daily.
- Pregnant and lactating queens must be fed at least twice daily or under clear instruction from a veterinary practitioner.
- Kittens 3 weeks of age to weaning must be provided with an appropriate food in a shallow food container according to the facility/establishment health management plan.
- Fully weaned kittens less than 16 weeks of age must be fed a minimum of 3 times daily and must not be left without food for a period of more than 12 hours.
- Kittens may share a food container.
- Kittens between 4 and 6 months must be fed a minimum of twice daily and must not be left without food for a period of more than 12 hours.
- Orphaned and pre-weaned kittens must be fed under the direction of a veterinary practitioner.
- When multiple housed each animal must be provided with their own food container. The person in charge must ensure all animals are socially compatible to feed together and are able to eat a sufficient quantity of food without duress.
- Food must be stored in sealed containers to prevent its deterioration of contamination by vermin.

- Fresh food must be refrigerated according to manufacturer's directions.
- A minimum of 5 days food must be held by the facility/establishment at all times to ensure food is available in the case of an emergency.
- Food containers must be non-spillable and made of material that can be disinfected and must not cause injury to the animals.

## **Guidelines**

- Food should be prepared hygienically and served in clean containers.
- Food and water containers should be readily accessible to cats and kittens and be positioned to avoid spillage or contamination by urine or faeces.
- Food containers should be stable and non-toxic.

## **Health Care**

### **Standards**

- All cats, regardless of breeding status, must have a complete health check by a veterinary practitioner at least once per year or more frequently as directed by a veterinary practitioner.
- All cats must have a general health check by a veterinary practitioner prior to their first mating.
- All breeding females must have a general health check by a veterinary practitioner with 8 weeks post-partum.
- All health issues identified must be recorded in the animal's health record.
- All cats must be groomed regularly by brushing and the coat of long and medium haired cats must be brushed at a frequency sufficient to prevent coats becoming tangled or matted.
- All facilities/establishments must have an internal and external parasite prevention program in line with the health management plan.
- Cats must have their ears checked weekly and appropriate action taken to minimise ear infections.
- All cats must have their toenails checked and trimmed at a frequency that prevents them becoming overgrown.

### **Vaccinations and parasite control in cats under 12 weeks of age**

- Puppies must be vaccinated for the following by a veterinary practitioner:
  - Infectious Feline Enteritis
  - Feline Respiratory Disease (Feline Calici virus and Feline herpes virus)
  - Internal and external parasites e.g. fleas and ticks
- First treatment/vaccine must not be given before 10 days of age.
- Vaccination certificates including dates of next treatment, details of the treatment required and a record of who administered the treatment must be signed by a veterinary practitioner at each vaccination.

### **Vaccinations and parasite control in cats 12 weeks of age and older**

- All cats 12 weeks of age and older in the facility/establishment must have current vaccination against and treatment for the following by a veterinary practitioner:
  - Infectious Feline Enteritis



- Feline Respiratory Disease (Feline Calici virus and Feline herpes virus)
  - Internal and external parasites e.g. fleas and ticks
- Vaccination certificates including dates of next treatment, details of the treatment required and a record of who administered the treatment must be signed by a veterinary practitioner at each vaccination.

## **Guidelines**

Signs of illness or injury for which veterinary treatment should be sought include but are not limited to:

- Runny nose
- Runny, discharging or inflamed eyes
- Repeated sneezing
- Coughing
- Vomiting
- Severe diarrhoea, especially if bloodstained
- Lameness
- Bleeding or swelling of body parts (other than the vulva of a female on heat)
- Inability to stand or walk
- Loss of appetite
- Weight loss, particularly if severe or sudden
- Apparent pain
- Fits, staggering or convulsions
- Patchy hair loss
- Bloating of the abdomen
- Difficulty or inability to urinate or defecate
- Red or brown coloured urine
- Depression
- Fever
- Any other serious physical or behavioural abnormality

Queens in the last week of pregnancy should be inspected by animal attendants at regular intervals.

## **Breeding and Rearing**

### **Standards**

- Queens must not be mated during their first oestrous cycle.
- A cat must be physically and mentally fit, healthy and free of disease at the time of being mated.
- During mating breeding pairs must be isolated from the remaining breeding population and monitored by the person in charge on a regular basis to ensure the mating proceeds in a normal manner.
- Mothers in the latter stages of pregnancy must be provided with additional access to food and water provided at frequent intervals
- Kitting queens must be provided with a covered kitting box lined with clean bedding changed daily.
- Animals that are isolated from the remaining breeding population must be provided with additional attention and socialisation by animal carers.
- Queens must not have more than three (3) litters in any two (2) year period unless with the written approval of a veterinary practitioner.

- Lactating mothers must be provided with additional food and water.
  - Lactating mothers must be housed in such a manner that they are able to escape their young.
  - Kittens must not be separated from their litter or their lactating mother until they are seven (7) weeks of age to facilitate socialisation, except in the best interests of the kitten or their mother.
  - Solid food must be offered to kittens from three (3) weeks of age. Kittens must be monitored when first offered solid food to ensure that the food is acceptable and palatable.
- If necessary solid food may require moistening or softening to increase palatability.
- Kittens must be observed to ensure that they achieve a steady weight gain every week.

## Guidelines

- Breeding practices should ensure that both breeding animals and the offspring they produce are physically and behaviourally sound and healthy as possible. Cat breeders have a responsibility to ensure that their breeding animals maintain the best quality of life possible and litters should only be produced with a reasonable expectation of finding homes where they are both wanted and appreciated and are offered a similarly good quality of life.
- Where a heritable disease is recognised in a breed and where there is screening procedures or a test for that disease the person in charge in the case of a stud cat or queen should:
  - Have a current official evaluation or test result for the cat for such hereditary disease.
  - Provide the official evaluation or test result to the owners where the cat is to be mated to an animal not owned by the breeding facility/establishment.
  - Provide the official evaluation or test result of both the sire and dam to the new owners of any kitten.
  - Endeavour to ensure that the genetic make-up of both the sire and dam will not result in an increase in the frequency or severity of known inherited disorders.
- Breeding cats should be selected to eliminate negative behavioural traits e.g. poor mothering ability or aggressiveness.
- It is desirable to encourage kittens to urinate and defecate away from the nesting area. It is easier for cats to learn this behaviour at a young age and animals with good toileting practices may make better pets.
- Cats which are well socialised to human adults and children and with other animals will become well-adjusted companions. The best opportunity to socialise kittens to humans and other animals is best achieved before seven (7) weeks of age.
- Before any cat or kitten is sold the prospective owner should be advised that the breeder has taken all reasonable steps to ensure that the animal is physically and behaviourally healthy.
- Breeders should consider the welfare of their breeding sires and dams when deciding on the best time to re-breed or to cease breeding their animals.
- When cats reach the end of their useful breeding life or when mature potential breeding stock is found to be in some way unsuitable for breeding purposes it is the responsibility of the owner to:
  - Have such cats spayed or castrated.
  - Settle the cats into their new condition (ex-stud cats require considerable patience and care put can become excellent candidates for pet homes).

- Either provide a pet home for the de-sexed cats themselves or to canvass for and carefully select a new pet home for the animals.
  - Exercise patience and retain responsibility for the cat until such a time as a satisfactory new home is established.
- When cats are housed together for the purposes of mating the animal attendants should endeavour to ensure that:
  - The queen and stud are both eating and using the litter tray.
  - The animals have separate beds and are able to get some rest.
  - The animals have actually mated.
  - The stud has an easy accessible shelf on which to jump after mating the queen to enable him to escape her claws.
- After delivery of a litter the mother and young should be health checked by a veterinary practitioner and the birthing area should be cleaned and disinfected.
- Any kitten which does not achieve a regular weight gain should be referred to a veterinary practitioner.
- The correct paper work, including mating dates, sire's pedigree and any service agreements or litter registration forms, should be supplied to the owner/lessee of the queen when she is collected after the mating or on payment of an agreed fee.

## **Socialisation and Environmental Enrichment**

### **Standards**

- Cats must receive environmental enrichment, socialisation and handling to recognising the physiological status and special needs of differing ages and species to ensure good psychological health.
- All cats of all age and breeding status must be provided with a minimum amount of daily socialisation, handling and enrichment.
- An enrichment, socialisation and handling management plan must be established, in consultation with a veterinary practitioner, as part of the facility's/establishment's health management plan.
- Enrichment must include the provision of climbing and perching areas, scratch poles, hides, toys that they can roll and pounce on.
- Toys must be rotated weekly and made of materials that can be washed in hot soapy water and disinfected or are disposable.
- Cats and kittens must be exposed to items that stimulate their senses e.g. catnip and cat grass.
- Cats and kittens injured, ill or recovering from ailment must be under guidance of a veterinary practitioner.

### **Guidelines**

When grooming an animal particular attention should be given to their eyes, nose, ears, claws and teeth.

# **Sale and Transfer of Ownership of Animals**

## **Standards**

- Breeders must only sell their own puppies and kittens and not act as an agent or broker for other breeders.
- Puppies and kittens under the age of 8 weeks of age must not be sold from a breeding facility/establishment.
- All animals being sold from a breeding facility/establishment must be accompanied by a breeder health guarantee (see below).
- All animals being sold must have current vaccination status.
- All dogs and puppies, cats and kittens re-homed must be microchipped, and treated to remove gastrointestinal parasites prior to release.
- No dog, puppy, cat or kitten suspected of being sick, injured or diseased may be sold under any circumstances.
- At the time of purchase clients must be offered accurate written information at no charge which concerns the care of animals purchased. (see additional information in guidelines below\*)
- Purchasers of animals de-sexed prior to sale must be provided with a copy of the de-sexing certificate.

## **Guidelines**

- \*Information required to be offered at the time of purchase should include information about:
  - General care requirements of the species including appropriate diet and feeding regimes.
  - Usual life span of breed/species.
  - Minimum requirements for humane shelter and accommodation.
  - Minimum requirements for social contact with humans and other animals of the same species.
  - Minimum requirements for disease and parasite control/prevention.
  - How to identify and appropriately manage common diseases.
  - Procedures for seeking emergency treatment for the dog or cat and the value of establishing a relationship with a veterinary practitioner and/or animal behaviourist or other experienced person.
  - The estimated costs associated with providing food and shelter for the dog or cat.
  - Routine veterinary treatment which may be required for the animal(s) e.g. vaccination or parasite control.
  - Maximum time a dog or cat can be left unattended.
  - The expected behaviours of the species or breed e.g. digging or scratching.
  - Information about the legal requirements for pet ownership and the penalties for non-compliance.
  - The dog or cat's vaccination status and the need for ongoing vaccinations.
  - The desirability and advantages of de-sexing dogs and cats.
  - Minimum requirements for exercise.
  - Costs associated with registering the dog or cat.
  - Other information which is reasonable that the purchaser must be aware of.
- All advertisements for dogs and cats for sale should include the microchip number and the vaccination status of the animal.

- De-sexing of dogs and cats not intended for breeding is strongly encouraged.
- All facilities/establishments which re-home dogs and cats should assist in promoting socially responsible pet ownership in the community.
- Policies, procedures and staff training should be implemented which ensure that prospective buyers are matched to suitable dogs and cats. Such matching should consider the characteristics and lifestyle of the buyer, the type and behavioural attributes of the animal including exercise requirements and the environment of the new home, including yard size and presence of children.
- Sick, aggressive, pregnant, unweaned, poorly socialised or deformed dogs and cats or animals with known vices such as excessive barking, fence jumping (dogs) should not be made available for re-homing.
- Important information about the individual dog or cat, such as health care history, should be provided to the new owner of any animal sold.
- New owners should be encouraged to seek advice about care, management and training issues from veterinary practitioners or other people with appropriate expertise.
- When possible breeders should participate in breed placement programs to assist pounds and shelters in the re-homing of surrendered dogs and cats.
- Dogs or cats should not be sold to inappropriate purchasers.

## **Guarantee/Return Policy**

- If within 3 days a dog or cat is not acceptable to the purchaser for any reason (not supported by a statement from a veterinary practitioner), the breeder is required to take the dog or cat back and refund 75% of the purchase price of the animal. The guarantee must be provided in writing to the purchaser at the point of sale.
- Where a cat or dog is returned within 21 days of sale accompanied by a statement from a veterinary practitioner and is not acceptable to the purchaser due to health reasons, excluding injury, the establishment must take back the animal and refund 100% of the purchase price.
- The return guarantee/return policy must be displayed in a prominent position on the wall or counter of the facility.
- If an animal dies or is euthanased (within a period of no more than three (3) years of its birth) as a result of a disease that is traceable to the point of sale and is verified by a veterinary practitioner, the person in charge will refund the purchase price or offer a replacement animal with the same guarantee.
- Where an animal is returned and there is a reasonable suspicion of animal abuse, the person in charge must immediately report this to the authorities.

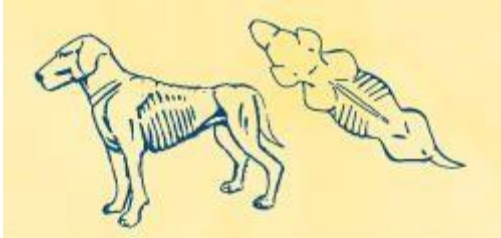
### **Note**

***The person in charge of the facility/establishment is reminded of the provisions of the NSW Companion Animals Act 1998 and all other local, state and commonwealth legislation and codes of practice concerning dangerous dogs and restricted breeds concerning notification of change in registration information.***

## **Appendix 1**

### **DOG CONDITION SCORE CHART**

#### **Emaciated**



- Individual ribs, spine and pelvis prominent and evident from a distance.
- Lack of muscle mass.
- Little or no body fat.
- Rump hollow.
- Waist prominent when viewed from above.
- Abdomen obviously tucked up.
- Neck thin.
- No fat on tail.

Veterinary advice must be sought.

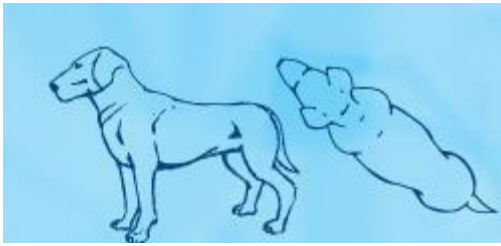
#### **Thin**



- Ribs, spine and pelvis bones visible and easily felt.
- Little body fat.
- Neck thin.
- Abdomen tucked up.
- Little fat on tail.
- Obvious waist when viewed from above.

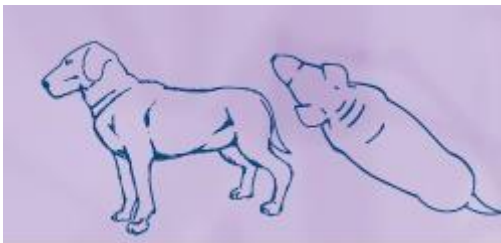
Increase feeding and worm dog if not wormed recently. (ensure all-wormer used – some products do not cover all worms). Seek veterinary advice if dog remains underweight or unsure of feeding or worming regime.

## Ideal



- Ribs and spine can be felt, last few ribs may be visible.
- Dog should have a waist when viewed from above.
- Belly is tucked up when viewed from side.
- Good muscle mass.
- Rump well muscled.

## Overweight



- Ribs and spine not visible but can be felt.
  - Fat deposit on tail.
  - Little or no waist when viewed from above, rounded appearance, back appears broadened.
  - Dog squarish along back line when viewed from side.
  - Abdomen not tucked up, may appear rounded underneath.
- Reduce feed intake or provide lower calorie feed. Increase exercise. Seek veterinary advice if unsure of appropriate diet or concerns over exercise regime.

## Obese



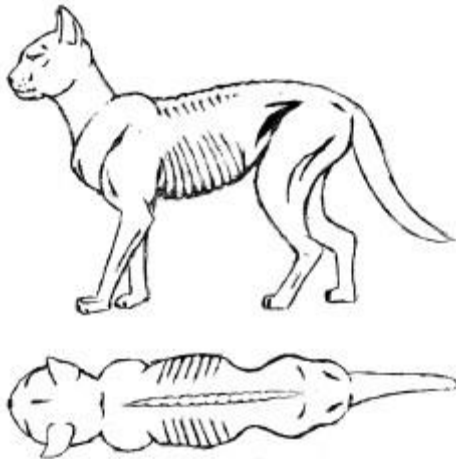
- Ribs and spine not visible and difficult to feel.
  - Tail has obvious fat deposit.
  - No waist and back broadened when viewed from above.
  - Belly obviously rounded and possibly distended.
  - Dog square or rounded up along back line when viewed from side.
- Seek veterinary advice on diet and exercise regime.



## Appendix 2

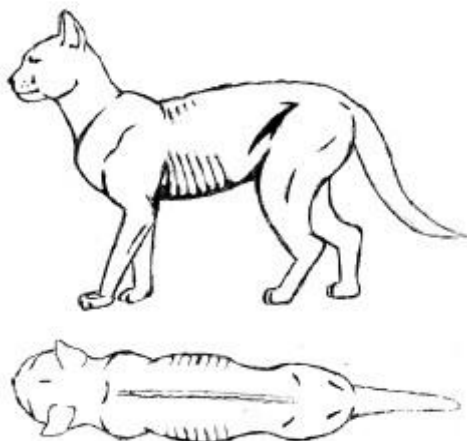
### CAT CONDITION SCORE CHART

#### Emaciated



- Individual ribs, spine and pelvis prominent and evident from a distance
- Lack of muscle mass
- Little or no body fat
- Rump hollow
- Waist prominent when viewed from above
- Neck thin
- No flank fold (under belly), abdomen very tucked up **Veterinary advice must be sought.**

#### Thin



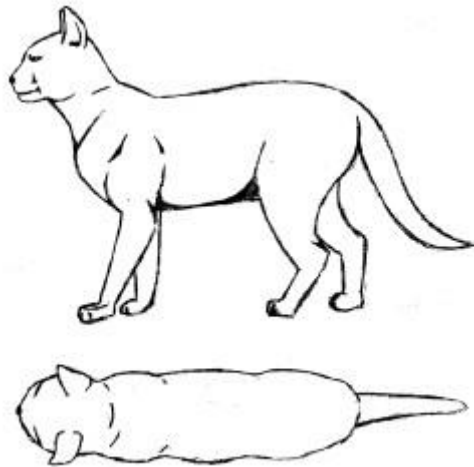
Ribs, spine and pelvis bones visible and easily felt

- Little body fat
- Neck thin

- No flank fold (under belly), abdomen tucked up
  - Obvious waist when viewed from above
- Increase feeding and worm cat if not wormed recently (ensure all-wormer used – some products do not cover all worms).

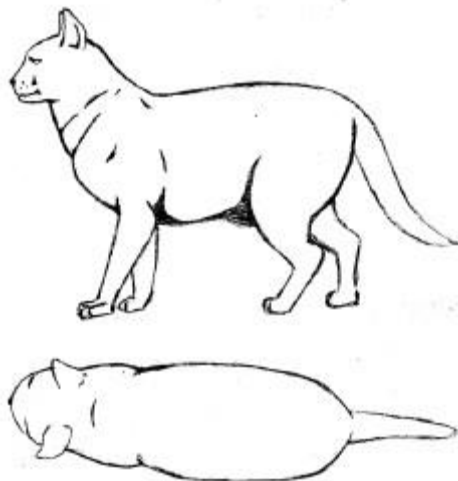
Seek veterinary advice if cat remains underweight or unsure of feeding or worming regime.

### **Ideal**



- Ribs and spine can be felt, last few ribs may be visible
- Flank fold (under belly) may be visible from side
- Cat should have a waist when viewed from top
- Good muscle mass

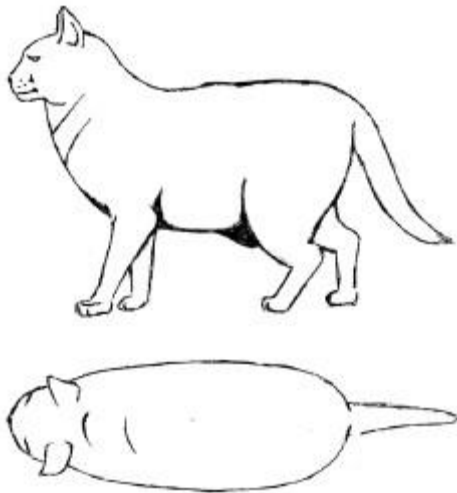
### **Overweight**



- Ribs and spine not visible but can be felt
- Little or no waist when viewed from above, rounded appearance
- Flank fold (under belly) clearly visible and will wobble when cat moves. Belly and chest rounded
- Large ventral fat pad covering hind legs

Reduce feed intake or provide lower calorie feed. Consider options to increase exercise level of cat.

## Obese



- Ribs and spine not visible and difficult to feel
- Tail has obvious fat deposit
- No waist and back broadened when viewed from above
- Flank fold (under belly) hangs down and will sway when cat moves, belly and chest very rounded **Seek veterinary advice on diet and exercise regime.**



# **STANDARDS & GUIDELINES FOR BEST PRACTICE RETAIL STORES**

Version 4

November 2021

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## **Disclaimer**

*The information contained in this publication are the Standards & Guidelines for Best Practice as defined by the Pet Industry Association of Australia (PIAA). Users are reminded that compliance with these Standards & Guidelines is a requirement of Membership of the PIAA.*

*New versions of these Standards & Guidelines may be issued from time to time. It is the responsibility of users to ensure the version of the Code on which they rely is current by checking it is the latest version available on the PIAA website.*

## **Compliance**

*Compliance of the Association's National Code, Standards & Guidelines for Best Practice does not remove the need to abide by the requirements of all local, state and commonwealth legislation and codes of practice including the Prevention of Cruelty to Animals Acts and any other laws such as Local Government Acts and National Parks and Wildlife Acts in all States and Territories.*

**WARNING:** Some animals/ fish are illegal to be traded in some States and Territories. Please check with your State's authority for clarification.

**Note:** These PIAA Standards and Guidelines have been written by various industry experts. Should you have any feedback or recommendations, please forward the details in writing including page numbers and specific references to [ceo@piaa.net.au](mailto:ceo@piaa.net.au) for consideration.

# 1. Introduction

The PIAA Standards & Guidelines set the standard of care and management of all species kept in retail stores for the purpose of sale. Compliance with the Standards will ensure the care, management and welfare of all species kept is of the highest calibre.

All local, state and territory and commonwealth legislation and codes of practice must be complied with by retail stores in their respective state or territory.

Species may include but are not limited to:

- Dogs and puppies
- Cats and kittens
- Guinea Pigs
- Rabbits
- Ferrets
- Rats and mice
- Fish and aquatic animals
- Amphibians
- Birds
- Reptiles
- Poultry
- Insects
- Native mammals
- Livestock kept as pets

The sale or keeping of an animal or animals in the following circumstances is governed by local, state or commonwealth legislation and/or codes of practice and therefore may be exempt from some requirements of these Standards. Operators of such businesses should make themselves aware of any legislations or codes of practice relevant to the keeping of these animals.

- Where the animal is part of a competitive display of domestic farm animals
- Where the animal is sold or offered for sale in the course of carrying on the business of animal research, or in the course of carrying out animal research, without contravening relevant State or Commonwealth Legislation
- Where the animal is a domestic farm animal intended for commercial use as part of a farming enterprise
- Where the animal is at an agricultural show or show parade such as those conducted by a member of an Agricultural Society
- Where the animal is kept by an agricultural college or school
- Where the animal is a fish that is kept at a fish hatchery, or a fish farm for the purpose of commercial food production, or re-stocking of lakes, dams or waterways
- Where the animal is a lawful captive

## 2. Definitions

**Animal** – for the purposes of these Standards & Guidelines for Best Practice means any physiological stage of a dog, cat, rabbit, guinea pig, ferret, rat, mouse, bird, reptile, amphibian, or other land based vertebrate species.

**Authorised Euthanasia Technician** - person who has acquired competency (through training, qualifications and/or experience and is appropriately approved or licensed in the relevant state or territory) in humanely destroying dogs and cats.

**Behavioural enrichment** - also called **environmental enrichment**, is an animal husbandry principle that seeks to enhance the quality of captive animal care by identifying and providing the environmental stimuli necessary for optimal psychological and physiological well-being. The goal of environmental enrichment is to improve or maintain an animal's physical and psychological health by increasing the range or number of species-specific behaviors, increasing positive utilisation of the captive environment, preventing or reducing the frequency of abnormal behaviours and increasing the individual's ability to cope with the challenges of captivity. Environmental enrichment can be beneficial to a wide range of vertebrates and invertebrates such as land mammals, marine mammals, birds, amphibians, reptiles and spiders.

**Emergency Management Plan** - document that details the response to an actual or imminent event or situation that endangers, or threatens to endanger, the safety or health of persons and animals and that may destroy or damage, or threaten to destroy or damage, property.

**Fish** - water dwelling cold blooded aquatic vertebrates (cartilaginous or bony) of the superclass Pisces, usually having scales and breathing through gills.

**Manager** - person, including an owner, who directly or indirectly controls a retail store (Person in Charge).

**Market** – place where people meet to sell and buy goods, including animals, and at which animals are kept for short periods. This includes the selling and/or buying of animals at demonstrations, shows and educational events.

**On-Line Trading – Dogs, puppies, cats & kittens** - the practice of advertising of animals for sale on the web.

**On-Line Trading – Animal Supplies & Accessories** – the practice of advertising animal supplies and accessories on the web. This may include food, bedding, enclosures and pet accessories etc.

**Owner – Animal Owner** - person to whom the animal belongs (in the sense of property belonging to a person), or the person by whom the animals is ordinarily kept, or the registered owner of the animal.

**Person in Charge** - person who has overall legal responsibility for the retail store, market, or other premises where animals or fish are sold and all the animals/fish therein. Note that while ultimate legal responsibility rests and continues to rest with this person, they may delegate activities, processes or supervision in relation to a particular animal or facility.

*Note:* that the licensee, owner, manager, or authority holder (depending on the state) will most often be the Person in Charge of the store.

**Puppy Farm** - The RSPCA defines a puppy farm as ‘an intensive dog breeding facility that is operated under inadequate conditions that fail to meet the dog’s behavioural, social and/or physiological needs’.

**Retail Store** - shop or any place used for the conduct of a business or other legally recognised entity, in the course of which an animal is kept for the purposes of sale as defined by these



Standards & Guidelines for Best Practice. This includes markets, registered breeders and holders of fauna trading licenses (or similar).

**Socialisation** - positive interactions with people of all shapes, sizes, ethnicity, uniform, and physical disabilities and other species will generate foundations for safe and pleasant relationships throughout the animal's lifetime. In particular, puppies and kittens should be exposed to as many different sounds, smells, people, objects and situations as possible in early months of their lives.

**Staff** - employees and volunteers who work in a pet shop. May include the owner or Person in Charge.

**Veterinarian** – person who is registered under the Veterinary Surgeons Act (or equivalent).

**Volunteer** – unpaid member of the public who works, supervises or provides information to consumers in a retail store or other facility. May include the owner or Person in Charge and those taking part in work experience.

**Zoonosis** - any disease that is communicable to humans from an animal species.

### **3. Non-Livestock Retail Operations, Agencies and Sub-Contractors**

Non-Livestock retail operations are required to comply with all elements of these Standards & Guidelines for Best Practice except those directly related to the sale and management of animals. This includes retail stores who undertake on-line trading of pet accessories and supplies via the web.

Staff knowledge of animals is a requirement in non-livestock stores as staff are required to advise customers on situations that could be potentially dangerous for those animals.

Businesses, proprietors and staff acting as agents for the sale or care of animals (i.e. the animal is not owned by the business but the business is responsible for facilitating sale or care) must ensure that all individuals or businesses from which these animals are obtained comply with these Standards & Guidelines for Best Practice as well as compliance to all local, state and commonwealth legislation and codes of practice in their state or territory.

Businesses, proprietors and staff of companies that act as offices for sub-contracted animal carers or other subcontractors must ensure that all sub-contractors under their direction comply fully with these Standards & Guidelines for Best Practice.

## 4. Person In Charge

### Standards

Each store must have a Person in Charge for the duration of the opening hours of the store. This may be the owner, manager or appointed Person in Charge

The Person in Charge is responsible for compliance of all relevant local, state/territory and commonwealth legislation regarding retail stores

The Person in Charge must ensure a copy of these Standards & Guidelines are accessible to all staff at all times. All documentation regarding day to day operational procedures, emergency situations and evacuation must be readily available to staff

The Person in Charge must ensure that all staff are trained in Health & Safety and are aware of the public and occupational health risks associated with the care and management of animals and of the appropriate steps that must be taken to reduce or eliminate these risks

Where the Person in Charge is not the same person in charge of the animals there must be a clear understanding by both parties as to who has responsibility for the welfare of the animals at each moment in time. In the event of a dispute, the Person in Charge of the store will be held accountable

The Person in Charge must have sufficient staff available to assist in the care and management of the animals in their care. This may include animals from responsible shelters and rescue organisations

The Person in Charge must ensure each employee is trained in caring for the individual needs of all species in their care. All staff with duties in relation to the care or treatment of animals must be appropriately supervised at all times

The Person in Charge must ensure all staff are trained to give advice to customers about the animals, products and accessories sold by the store

The Person in Charge must ensure all staff are trained in Zoonotic Disease management and control for each of the species kept in the store. This training must include handling, isolation and vet care and medication where necessary. A list of symptoms of common zoonotic diseases and treatments must be displayed in a prominent position for the use of all staff. A protocol must be documented to ensure the correct handling of these animals to prevent the cross-contamination of disease between animal and human. This must include personal protective clothing, handling and veterinary consultation.

The Person in Charge must ensure adequately qualified and experienced staff are available **at all times** to provide appropriate services to the public and the animals in their care. This includes adequate product knowledge to avoid inappropriate sales

Depending on staffing levels, there must be the appropriate number of properly trained staff members to meet particular State and Territory requirements for first aid, fire and emergency situations. Please refer to State and Territory regulatory bodies to determine appropriate levels.

### Guidelines

The Person in Charge should ensure all staff undertake additional training to ensure they are up to date with changes to industry trends, scientific information and new product information

The Person in Charge should implement management practices to ensure that, where

appropriate staff, volunteers and people undertaking work experience are trained and experienced in:

- the behaviour and social needs of all animals and fish species kept at the facility
- acquisition and sale of animals and fish; and record keeping
- housing and husbandry of animals and fish kept at the facility
- handling and control of animal and fish species kept at the facility; including movement, transportation and capture
- identifying signs of health and ill health in animals and fish; including symptoms of stress when prompt veterinary care is required; understanding procedures for the care of sick and injured animals; disease, parasite control and prevention
- emergency management procedures including regular and random evacuation practices  
E.g. fire drills

The Person in Charge of the facility is encouraged to employ staff who have formal training or qualifications in animal care and management, or who are in the process of completing such training.

The Person in Charge of the facility should ensure the implementation of policies, procedures and staff training that eliminate the sale of animals to inappropriate purchasers.

**Note** For information on nationally recognised animal services qualifications, see: [www.ntis.gov.au](http://www.ntis.gov.au). For other courses, contact your local TAFE or industry association.

## **5. Staff**

### **Standards**

(Includes paid staff, volunteers and persons undertaking work experience)

Members of staff must be aware of their responsibilities as defined within the provisions of these Standards & Guidelines; local, state/territory and commonwealth animal welfare legislation and codes of practice; and any other relevant legislation.

Members of staff must comply with the conditions of their employment.

Members of staff must undertake training as and when required by the Person in Charge.

### **Guidelines**

(Includes paid staff, volunteers and persons undertaking work experience)

Members of staff should be knowledgeable and experienced in the care of all species of animals and fish kept for sale at the store.

## **6. Health and Safety**

### **Standards**

The store must undertake all reasonable measures to ensure staff health and safety, and manage all relevant workplace risks, including the risk of contracting zoonotic disease by those in direct contact with animals. Any injured or ill staff members must seek appropriate medical attention.

In order to provide a safe and healthy environment, each store must have the following processes and procedures in place to comply with relevant state and territory legislation:

### **Health and Safety Documentation**

- Work / Occupational Health and Safety (WHS) Policy
- WHS Program, outlining implementation of the policy
- Safe Work Method Statements / Job Safety Analysis templates
- Injury and Incident Management and Registers
- Hazardous Substance Management and Registers
- Risk Assessment and Risk Control templates
- Training Registers and Toolbox Talk templates
- Safety Inspection Checklist Template
- Fire Safety, Evacuation and Emergency Procedures
- Other relevant documentation according to your state or territory

Depending on staffing levels, there must be the appropriate number of properly trained staff members to meet particular State and Territory requirements for first aid, fire and emergency situations. Please refer to State and Territory regulatory bodies to determine appropriate levels.

### **Guidelines**

Adequate ongoing training should be provided to ensure optimal animal and staff health and welfare. This includes induction training and ongoing staff and proprietor training.

Adequate systems and processes, written procedures and record keeping should be in place to demonstrate the above without ambiguity.

In order to provide for the health protection of animal handlers in retail stores the following additional safeguards should be included in adherence to HS legislation:

- adequate hand washing facilities available
- staff should be immunised against tetanus
- staff should be aware of the risk of tetanus
- provision of personal protective equipment e.g. disposable gloves

## **7. Emergencies**

### **Standards**

Functioning fire-fighting equipment must be readily available and staff trained and practiced in its use. (Note: some fire retardants may be toxic to animals)

Each facility must have a documented procedure for the management and/or swift removal of all animals from the premises in the case of emergency, where it is safe and reasonable to do so. This document must be kept in a prominent place on the premises. All staff must be able to produce the document and must be familiar with its content. Any methods detailed in the emergency plan must allow for ready access to animals and ready exit for staff and animals from the premises in the event of an emergency.

Emergency procedures must include a plan to deal with a situation where staff are not allowed back into the facilities for up to a week (for example in flood or fire), in particular if staff have not been able to ensure exit of all animals at the time of the initial emergency.

### **Guidelines**

Design and construction of enclosures should incorporate features that enable the enclosure to be easily moved outside the store premises in the event of an emergency.

## **8. Security**

### **Standards**

Premises and animal enclosures must be secure against ingress of unwanted animals, persons or pests.

The store must be able to be reasonably secured to prevent access to the premises outside trading hours, including outdoor cage and run areas.

Enclosures must be securely fastened outside trading hours to the extent required to avoid escape.

All external openings must prevent escape of animals or easy removal of products or equipment without authorisation.

Adequate security must be in place to ensure the safety of staff, the public and all animals on the premises.

### **Guidelines**

Every effort should be made to recover escaped animals.

Member stores should wherever possible install security systems to ensure the safety of all animals and staff in the store.



## 9. Sourcing Animals

### Standards

The Member Owner and the Person in Charge of the store must ensure that all animals purchased/acquired for sale in the store are sourced from reliable, responsible animal breeders/suppliers.

The Member Owner and Person in Charge must ensure that animal breeders/suppliers fully comply with all relevant state and commonwealth legislation and codes of practice relating to the breeding of animals. (See special conditions for Sourcing Puppies and Kittens)

### Sourcing Puppies and Kittens

When Members are purchasing/ acquiring puppies or kittens, the name, address and a contact number of the breeder/supplier must be recorded in the Store records together with details of the animals purchased (date of birth, sex, dam, sire, microchip number if applicable). This must be done even if the puppy or kitten was acquired at no cost.

#### Kittens

Member stores who purchase/acquire kittens from breeders must ensure the following process is adhered to prior to taking delivery of any kittens:

- Member stores must only purchase/acquire kittens that have been microchipped prior to purchase/acquisition in the breeders name to ensure traceability to the source. The only exception are kittens/ cats that are surrendered or from a rescue organisation.
- The PIAA retailer must obtain identification from the provider of Kittens/ cats that are being surrendered or from a rescue organisation.
- Kittens must be purchased/acquired directly from the breeders and not via an agent, broker or trader. The only exception are kittens/ cats that are surrendered or from a rescue organisation
- Kittens must not be acquired under 8 weeks of age regardless of which State/Territory the shop/ breeder is located in
- It is best practice to purchase/acquire kittens that have been vaccinated at 6 to 7 weeks of age

#### Puppies

Association members are to reject animals from “Puppy farms/ Mills/ Factories”, or sources that fail to provide appropriate care of breeding animals.

The RSPCA defines a puppy farm as ‘**an intensive dog breeding facility that is operated under inadequate conditions that fail to meet the dog’s behavioural, social and/or physiological needs**’.

Member stores who purchase/acquire puppies from breeders must ensure the following process is adhered to prior to taking delivery of any puppies:

- Their Breeders must have completed and passed the PIAA Dog Breeder Veterinary Report (at the breeder or retailers cost) to ensure they comply with all the relevant state/territory legislation and codes of practice for breeding dogs.
- A PIAA Dog Breeders Veterinary Report must be completed by the inspecting veterinarian either recommending or rejecting the breeder. Completed inspection forms must be returned to PIAA within 7 days of inspection for final approval.

- A copy of the completed approved PIAA Vet Report must be kept onsite and presented on request to an approved PIAA staff member or any relevant Authority such as RSPCA or AWL.
- All breeders must comply with the PIAA Standards & Guidelines for Breeding Dogs within 12 months of finalising a PIAA Dog Breeder Veterinary Report.
- Puppies must be purchased/acquired directly from approved breeders and not via an agent, broker or trader.
- A PIAA retail member store may transfer their puppies to another PIAA retail member store provided that a hard copy of a current and approved PIAA Dog Breeder Veterinary Report is also supplied at each transaction showing full breeder details.
- Member stores must only purchase/acquire puppies that have been microchipped prior to purchase/acquisition in the breeders name to ensure traceability to the source.
- Puppies must not be purchased/acquired under 8 weeks of age regardless of which State/Territory the shop/ breeder is located in.
- It is best practice to purchase/acquire puppies that have been vaccinated at 6 to 7 weeks of age

### **Accidental Litters**

The PIAA will allow the purchase/acquisition of a 'one-off litter' of puppies, allowing an individual to transfer the progeny of an accidental mating once in the life of a bitch. The member store must not purchase/acquire the puppies from the breeder/supplier until such time as they have completed a signed "PIAA Accidental Litter Declaration" which has been verified by their veterinarian

### **Accredited Breeders**

Breeders who comply with the stringent PIAA Standards and Guidelines for best practice for Breeders are eligible to apply for PIAA breeder membership and may be eligible to become known as a PIAA Accredited Breeder (PAB). Stores who purchase or acquire their puppies from a PAB will be encouraged to promote this, thus enabling recognition for going above and beyond industry standards.

### **Shelter Dogs and Cats**

Shelter or rescue animals must be acquired from recognised animal shelters (Council Pounds, RSPCA, Animal Welfare League); or from an individual who due to certain circumstances must rehome an animal; and not from hoarders representing themselves as animal shelters. For the avoidance of doubt, members should visit the shelter and assess quality of shelter care and conditions prior to taking animals for sale/rehoming. A health and behavioural assessment must be completed by a qualified person before re-homing any dog/puppy or cat/kitten. Newly introduced animals must not be mixed with existing stock until they are health checked, preferably by a veterinarian and quarantined for an appropriate period.

### **Micro Chipping**

Puppies, dogs, kittens and cats must be microchipped prior to acquisition by the Retail Store and transferred into the stores name prior to sale

The Person in Charge and/or staff must ensure the microchip details are transferred into the new owner's name, once puppies or kittens are sold.

The Person in Charge and/or staff must ensure the animal is registered in those States/Territories where legislation and/or codes of practice exist.

## **10. Transportation**

### **10.1 Pre-Sale: Transporting Animals from Breeder/Supplier**

#### **Standards**

Legislation and codes of practice for the transportation of animals are applicable in some States in Australia and must be complied with when transporting animals.

When transporting animals to and from the store, staff must ensure that the animals are contained safely within appropriate enclosures so as to reduce any injury to the animal.

Different species must be housed separately and out of eyesight of other species.

Animals being transported by road must have sufficient fresh air and not be left unattended in closed/locked vehicles. On longer journeys, animals must be checked and given water or exercise if needed every two hours.

Member stores who are required to transport animals by air must use a recognised pet/animal transport agent complying with IAATA regulations for the transport of animals.

Transportation vehicles and transport enclosures/crates must be washed and sanitised after each use to prevent disease.

#### **Guidelines**

Like species (litter mates) may be carried together as long as overcrowding does not occur.

### **10.2 Post Sale: Transportation of Animals**

Transport may cause distress to some animals and should be kept to a minimum.

#### **Standards**

All animals and fish sold must be contained, bagged or suitably restrained at the point of sale to ensure their security and protection for the expected period and mode of transport.

The container, bag or animal restraint must protect the animal or fish from injury, other animals, extreme temperatures and excessive stress. Information on the period and mode of transport provided by the buyer.

Appropriate ventilation must be provided in the bag, restraint or container (with exception of fish).

For more information about the standards for animal transport refer to the publication titled 'The Care and Management of Animals by Companion Animal Transport Agencies' and similar documents.

<http://www.dpi.nsw.gov.au/agriculture/livestock/animal-welfare/codes/aw-code-1>

#### **Guidelines**

Fish should be provided with sufficient air to allow for at least twice the expected duration of transportation.

## **11. Management of Animals in Store**

### **Standards**

Animals must be protected from distress or injury caused by other animals.

In the event that an animal shows aggression to one or more of the other animals in an enclosure, the aggressor must be removed and placed in a separate enclosure so as not to injure any other animals.

Animals must be protected from distress or injury caused by interference by people.

Different animal species (except those fully compatible) must not be housed together.

Adult cats should not be group housed unless known to be siblings or if they are compatible.

Any animal that has become stressed by excessive viewing or handling must be removed from public view/access and monitored and treated as necessary.

Animals known to be or suspected of being sick or injured must be removed from public view/access and located in a quiet enclosure back of house and treated as necessary.

Procedures must be in place to ensure that all animals receive the appropriate level of daily attention/inspection, feed and exercise over non-trading days.

To ensure good psychological health, animals must be provided with behavioural enrichment, recognising the physiological status and special needs of differing ages and species.

Animals that are unable to feed themselves must be kept only where adequate facilities and expertise are available for artificial rearing.

Deceased animals must be removed from display immediately, stored and disposed of in compliance with local government legislation.

### **Guidelines**

All equipment used around animals should be designed and maintained to minimise the risk of illness or injury.

Positive efforts should be made to socialise animals to humans and other animals. Animals that have been well- socialised when young generally make better pets.

## **12. Enclosures / Housing**

### **Standards**

**NOTE:** For animal enclosure sizes for individual species, please refer to Section 23: Special Requirements for each species in this document.

Enclosures for each species must comply with state codes of practice or in the absence of a state code the Victorian Code of Practice should be used as a guide for size and number of animals per enclosure.

All solid surfaces of animal enclosures must be impervious or painted, to facilitate cleaning and disinfection.

All enclosures must meet the minimum requirements provided in the Appendix of this document. The minimum requirements set out in the Appendix do not remove the need for animals to have sufficient space to rest, stand, stretch, swim, fly or move freely, as appropriate to the species.

Different animal species must be housed separately with the exception of compatible species.

Adult cats should not be group housed unless compatible.

Animals must be able to withdraw, where appropriate, to a quiet, dark and well-ventilated area within their enclosure to allow them to take sleep breaks.

Enclosures must be maintained to minimise the risk of injury to animals and humans.

Enclosures must prevent access to animals by unauthorised people, unless under the direct supervision of a staff member.

Enclosures must be positioned in the store to prevent touching/handling of the animals by customers or children.

Stores must take all reasonable measures to prevent animal theft from enclosures.

### **Guidelines**

Stores should be located away from sources of excessive noise or pollution that could stress or injure animals.

Enclosures should be designed for ease of cleaning, feeding, watering/water testing and the regular inspection of species being kept.

Animal placed on display in shop windows should be monitored and supervised at all times.

Retail stores should design their enclosures to be aesthetically pleasing, maintained in good condition and should reflect the professionalism of the industry.

## **13. Environment**

### **Standards**

State and commonwealth legislation and codes of practice outlining the environmental needs of different species must be complied with at all times.

Enclosures in which animals are kept must be maintained at temperatures and humidity levels that minimise distress and suit the needs of the species.

Where distress is observed, mitigation measures to ensure a suitable microclimate must be instituted.

Fish enclosures must be maintained so that fish are not showing signs of distress, including gulping or sitting at the water surface with minimal movement, unless this is normal behaviour for the species. Water temperature must be within the normal range for the species kept.

Enclosures must be placed out of strong draughts and have adequate shade and temperature control when exposed to direct sunlight.

The duration and intensity of artificial lighting must be as close as possible to natural conditions and must allow for diurnal light cycles with excess light subdued, particularly at night.

Enclosures constructed of solid material that do not allow natural air movement must be artificially ventilated.

If artificial heating devices are used, they must be thermostatically controlled to provide safe optimum temperatures for that species. Some species such as reptiles, require a thermal gradient with the enclosure be positioned so that parts of the enclosure are not heated, thereby providing a range of temperatures.

### **Guidelines**

It is best practice to promote the enhanced features of an enclosure using signs and verbal communication for customers to elevate any perceived welfare issues e.g. use signs to show that enclosures are air-conditioned/ventilated and contain a thermometer. Signs on tanks containing Siamese Fighting Fish should indicate that these fish prefer small tanks as their natural habitat is a puddle or hoof print in the mud.

Loud or sudden noise which may distress animals, should be avoided.

Animals and fish should be screened from excessive noise and vibration and buffered from the public by barriers or signage, for example: 'Quiet Please', or 'Do not Tap on Glass'.

Lighting should be sufficient to enable thorough inspection of animals.

Lighting should not generate excessive heat except where it is deliberately used for this purpose E.g. reptiles.

Ventilation should be adequate to avoid dampness and draughts and minimise noxious odours

In enclosed rooms ventilation air changes should allow 6 to 12 air changes per hour, or as many as are required to maintain animal health, may be needed. In some States ventilation is covered in legislation or codes of practice and must be complied with.

Clients should be encouraged to acclimatise the animal or fish to its new environment on arrival, to minimise the risk of bad outcomes when the animal or fish is exposed to local climate and humidity conditions. This is especially important for fish or in very hot, humid or cold climates.

## **14. Food and Water**

### **Standards**

Animals must receive a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.

Clean, fresh water must be available for all animals at all times at a temperature and quality that meets the animal's physiological needs.

Dogs and puppies that are co-housed must be monitored during feeding to ensure that all animals are eating.

Cats and kittens that are co-housed must be monitored during feeding to ensure that all animals are eating.

Cats, kittens, dogs and puppies must not be fed a purely vegetarian diet.

Cats must not be fed dog food as it lacks nutrients that cats require.

Food and water containers must be cleaned daily, and must be cleaned and disinfected before transfer to another enclosure.

Food and water containers must be readily accessible to animals and positioned to avoid spillage or contamination by spoiled food, urine or faeces.

Contaminated food and water containers must be removed immediately. Replacement containers must be utilised and then checked at least hourly for further contamination.

Food must be stored in a way that prevents its deterioration or contamination or access to pests.

Food must be of the finest quality and prepared in hygienic conditions.

Fish must be fed at least once per day with food suitable for species.

Fish must not be overfed.

All other animals must be fed with the appropriate food specific to their individual needs.

### **Guidelines**

Puppies from 8 weeks to 12 weeks of age should be fed a minimum of 3 meals per day. Puppies and kittens

Kittens from 12 weeks to 6 months of age should be fed a minimum of 2 meals per day. Puppies and kittens

Cats should not be fed a diet consisting purely of fresh meat (including fish).



All animals (except fish) should be given regular treatment to control parasites as prescribed by a veterinarian.

Healthy immature animals should be fed twice a day or more frequently according to their needs.

Sick animals should be fed in accordance with veterinary advice.

Food and water containers which are not disposable should be stable, non-toxic and easily cleaned/disinfected. Stainless steel and glazed ceramic containers are preferable.

## 15. Animal Health Care

### Standards

The Person in Charge and all staff must be familiar with the signs of common diseases in the animals being kept. Zoonotic diseases must be treated in accordance with the instructions referred to under Staff Training.

All animals must be inspected at least once daily to monitor their health and well-being. Records must be kept for animals recording eating and drinking habits, defecation, unusual behaviour and signs of ill health. Any animal suspected of deteriorating health must be reported to the Person in Charge immediately and if necessary removed to a quiet back of house enclosure to be monitored and undergo a veterinary examination if necessary.

The person checking the animals must record all adverse observations; except in the case of cryptic (hidden or camouflaged) and nocturnal animals; where an animal is:

- not eating
- not drinking, or drinking excessively
- not urinating (not reptiles or birds)
- not defecating normally
- not behaving normally
- not able to move about freely
- is showing any obvious signs of illness or distress
- is showing any obvious signs of parasitism

Animals in quarantine or isolation, very young, or ill/distressed animals must be inspected more frequently, to ensure the animals are suitably cared for.

Any changes in health status must be promptly reported to the Person in Charge for appropriate action.

All fish must be inspected prior to the store opening and periodically (e.g. every 2 hours) throughout the day to monitor their health and wellbeing. The person checking the fish must record all observations where a group of fish is:

- not eating
- not defecating normally
- not behaving normally
- showing any obvious signs of illness, parasitism or distress

Fish in quarantine or ill/distressed fish must be inspected frequently, to ensure the animals are suitably cared for.

Any changes in health status must be promptly reported to the Person in Charge for appropriate action.

Isolation – animals suspected of contagious diseases must be isolated in a separate back of house enclosure well away from other species likely to contract the disease.

Removal of deceased animals – In the case of fish, sick and dead fish must be removed from their enclosure as soon as possible.

Sick fish must be isolated in a separate back of house tank for treatment. Moribund fish will be euthanised humanely using techniques available in the document entitled Humane Euthanasia Techniques for Ornamental Fish, which is available on the PIAA website. Dead fish should be disposed of as soon as removed from the tank.

## **Guidelines**

Removal of sick animals – animals suspected of ill health should be removed from their enclosure and isolated in a quiet back of house enclosure.

Where possible, newly acquired animals should not be mixed with existing stock for a minimum of 48 hours or until they have been health checked, ideally by a veterinarian.

## **16. Hygiene**

### **16.1 Cleaning and Disinfection**

#### **Standards**

All animal enclosures must be checked and cleaned daily. This may mean more than once per day depending on the species.

Cleaning and disinfection chemicals and materials must be chosen on the basis of their suitability, safety to humans and animals, and effectiveness. They must be used only in accordance with the manufacturers' instructions. Some common disinfectants, particularly those derived from or containing coal or wood tar products (such as pine oil, phenol, cresol and chloroxylenols) are toxic to cats and should not be used.

Enclosures for puppies, dogs, kitten, cats, rabbits, guinea pigs, rats, mice, ferrets and birds must be cleaned daily.

At the completion of cleaning, animal enclosures must not be allowed to remain wet, except where this is normal for the species e.g. frogs.

Food preparation and storage areas must be cleaned daily after feeding. Food spills in the preparation area must be cleaned immediately.

Before new animals are introduced, vacant enclosures must be thoroughly cleaned and disinfected.

The Material Safety Data Sheets (MSDS) for all chemicals held must be available to staff.

#### **Guidelines**

All waste products, including faeces, bedding, food wastes and deceased animals, should be disposed of promptly and hygienically, and in accordance with the requirements of the local government authority, relevant government department or other authorities.

Reusable bedding must be washed, disinfected and dried as required.

Staff should be aware of the risks of transfer of infectious diseases and microbial contamination when handling animals or cleaning enclosures, as well as of practices that will reduce these risks.

### **16.2 Pest Control**

#### **Standards**

A program to control parasites must be in place.

Pests including fleas, flies, lice, mosquitoes, cockroaches and wild rodents are all a potential health hazard to staff and animals and must be controlled. On request, details of the pest control program must be provided.

## **Guidelines**

Specialist advice should be sought before pest control operations are conducted, in order to protect the health and safety of staff and animals being kept.

Chemicals used for pest control should be registered by the Australian Pesticides and Veterinary Medicines Authority under the *Agricultural and Veterinary Chemicals Code Act 1994 (Commonwealth)* and used only in accordance with the manufacturers' instructions.

## **16.3 Waste**

### **Standards**

All waste products including faeces, litter, uneaten foods, bird seed waste, disposable food containers and bedding, aquarium waste water, uneaten foods, disposable bedding must be disposed of promptly and hygienically in accordance with requirements of local government authorities.

Deceased animals must be disposed of in accordance with local government requirements and regulations.

### **Guidelines**

Animal waste and cleaning waste should not be disposed of in human waste bins or into the sewerage system.

## **17. Record Keeping**

### **Standards**

#### **General for All Groups**

- date of cleaning and disinfection for all enclosures
- feeding and watering records
- health observations

Records must be kept for a minimum of 5 years with at least the previous 12 months' records (or for the period of statute of limitations under the Prevention of Cruelty to Animals legislation or other local, state or commonwealth laws) kept on site. The Person in Charge of the facility must be able to produce these records within 24 hours.

#### **Records for Dogs, Cats and Regulated Species**

Records for dogs, cats and regulated species must also include the following:

- the acquisition/breeding of these species including the date of birth (only for dogs and cats) or an approximation if possible where this is not known, sex, colour, details of the parents, date of acquisition and the name address and a contact telephone number of the supplier /breeder of the animals
- animal is spay-neutered or entire
- microchip and registration details as per state and commonwealth legislation and codes of practice
- the sale of these animals, including the date of sale, name, address and telephone/email contact details of the new owner, transfer documentation for microchip and registration
- the death or euthanasia of these species at the retail store, including the date of death and, where known, the circumstances surrounding the death or euthanasia
- veterinary treatment of these species before (where known) and while on the premises, including routine husbandry procedures such as worming or parasite control

#### **Records for All Other Animals**

Records for all other animals must also include the following:

- the numbers of these animals acquired and date of acquisition
- name, address and contact number of the supplier/breeder
- the date of sale and numbers sold
- numbers died or euthanased and (where known) the circumstances surrounding the death or euthanasia
- veterinary treatment before (where known) and while on the premises including routine husbandry

## **Records for Fish**

Records for fish must also include the following:

- date of delivery, supplier, species and numbers as stated on the delivery dockets or as identified on arrival (it is recognised that for some species delivery docket numbers are approximate)
- dates of death and (where known) the circumstances surrounding the death or euthanasia in any instance where more than 10% of fish in any tank die in any 24 hour period
- veterinary treatment of any fish while on the premises including routine treatments

## **Guidelines**

The use of stock books, enclosure labels and daily cleaning/feeding/watering/health observation record sheets is encouraged.

## **18. Veterinary Care**

### **Standards**

The Person in Charge must establish an agreement with one or more local veterinarians and any other suitably qualified person who is able to attend to sick animals as required and in emergencies, to advise on management and disease prevention measures.

For the benefit of staff, the contact details for the emergency veterinarian or animal expert must be displayed in a prominent position within the shop or facility.

First aid and/or veterinary treatment must be promptly provided for animals and groups of fish that have minor or routine conditions. Where a severe illness occurs, veterinary advice and treatment must be sought as necessary.

Sick or injured animals or fish must be kept isolated, kept away from public view and not offered for sale.

### **Guidelines**

The Person in Charge should ensure that at least one staff member is trained in animal first aid.



## **19. Euthanasia**

### **Standards**

Where treatment to restore the health of an animal or group of fish while in the store is impractical or unsuccessful, and where euthanasia is recommended by a veterinarian or an approved/licensed Inspector (appointed under a Prevention of Cruelty to Animals Act or similar legislation), the animal or fish must be humanely destroyed.

Euthanasia of dogs and cats must be performed only by a veterinary surgeon or a person who is an authorised euthanasia technician.

Euthanasia must be conducted in an area that is separated from animal accommodation at the store and must not be carried out in view of any other animals, or members of the public or other staff.

For further information please contact PIAA or other references listed below;

[info@piaa.net.au](mailto:info@piaa.net.au)

[www.theaquariumvet.com](http://www.theaquariumvet.com)

## 20. Sale of Animals

### Standards

Dogs and cats must not be sold to people less than 18 years of age unless in the physical presence of their parent or guardian.

Where no other regulatory control exists, other animals must not be sold to people aged 16 or younger unless in the physical presence of their parent or guardian; or the client and the parents/guardians are known to the business.

Dogs, puppies, cats and kittens must have current vaccination certificates and must be microchipped prior to acquisition and sale.

No animal suspected of being sick, injured or diseased may be sold under any circumstances.

All animals sold must be fully weaned and independent at time of sale.

The minimum age of animals that can be displayed, advertised or offered for sale is:

- Dogs 8 weeks
- Cats 8 weeks
- Rabbits 6 weeks
- Guinea pigs 4 weeks
- Mice & Rats 4 weeks
- Ferrets 8 weeks

Birds must be fully weaned and independent at the time of sale.

When purchasing an animal new owners must be given written information on the care and welfare of their new animal. Depending on the type of animal, it could include:

- Species specific information
- Registration/microchipping (copies of documentation)
- Vaccinations (copy of vaccination certificate)
- Exercise
- Socialisation
- Feeding
- Grooming
- Internal and external parasite control
- Ongoing veterinary care
- Going of holidays
- Legal requirements of owning an animal and penalties for non-compliance
- Water quality for fish

The Member store must strongly advise the new owner to have their animal's microchip details recorded on a recognised microchip registry to ensure traceability should the animal become lost, stolen or abandoned.

## **Guidelines**

### **Pre-Sale**

Many new owners are unaware of the commitment having a pet brings and stores should talk through the commitment with prospective owners prior to them purchasing the animal. Staff may get a better understanding of the new owner's lifestyle by discussing their family and work commitments, how they intend to contain and house the animal and the time they will have available for exercise and enrichment of the animal.

### **Point of Sale**

The active promotion of desexing for cats and dogs at the point of sale is strongly encouraged. Stores should advise all new owners about the desirability and advantages of desexing their new puppy or kitten as soon as possible after they purchase the animal. If the new owner wishes to breed from the animal, they should be advised that in some States/Territories in Australia it is a requirement to have a license to breed animals and be registered with the appropriate government department.

New owners should be given information which explains how to identify and appropriately manage common diseases.

Information should be provided to new owners, advising how to seek emergency treatment for the animal, and the value of establishing a relationship with a veterinary practitioner and/or animal behaviourist or other experienced persons.

All advertisements for dogs and cats for sale should include the animal's microchip number and registration status; and the vaccination status of the animal, as required under local, state or commonwealth legislation or codes of practice.

Advertising of animals and fish with the intention of putting client's names on a waiting list is permitted.

### **After Sales Service**

New owners should be encouraged to keep in contact with the store to ensure the animal is being cared for correctly or if the new owner has any questions to ask about the animal.

## **21. Online Trading**

### **Online Trading – Dogs, Puppies, Cats & Kittens**

It is the retail stores responsibility to screen all potential new pet owners with regards to suitability. Should a retail store wish to trade online, they must adhere to these same principles as for a bricks and mortar store to minimise the risk of a mismatch. Technology such as Skype/ emails/videos can be used to clearly communicate and educate.

The terms/conditions and guarantees must be the same for online sales as for bricks and mortar stores and be clearly communicated to the customer, particularly when it comes to cooling off periods, guarantee's and should any health issues arise. The transportation of pets must be carried out as per legislated guidelines. It is a requirement that any return costs to be covered by the retail store. Any pets with known health issues must not be allowed to travel unless with written veterinarian advice.

### **Online Trading – Animal Supplies & Accessories**

Retail stores who advertise animal supplies and accessories online must ensure the products they advertise for sale meet Australian safety regulations for animal products, are safe and do not cause harm to the animal or have an adverse effect on the animal's welfare.

## 22. Shelter Animals

The Person in Charge of the store is encouraged to develop relationships with pounds and shelters to undertake the sale of these animals through their store. This could be through the provision of noticeboards, posters or interactive displays, or the hosting of events at which shelter animals visit the business.

Some stores do not sell livestock (in particular puppies, dogs, kittens and cats) but allow responsible rescue organisations and shelters to display and promote the sale of their animals through their store.

A written agreement should be undertaken between the rescue organisation/shelter and the store outlining the arrangement for these animals. This agreement should include the following:

- Transportation of animals to and from the shelter to the store
- Is the animal to be left with the Member Store for the duration of its stay?
- Is the animal to be taken back to the shelter at the end of each day?
- Is the store Person in Charge allowed to take the animal to their own home at the end of each day?
- How long should the animal stay in the store if it is not finding a home?
- Rotation of stock of other shelter animals
- Special needs for the animal
  - Feeding requirements
  - Exercise and enrichment
  - Grooming
  - Medication
- Sale of the animal
  - Does the full amount from the sale go to the shelter?
  - Is a percentage given to the store and the balance given back to the shelter?
- Veterinary treatment - who is responsible for payment of veterinary treatment for a shelter animal if it becomes ill?
- Return of an animal by the new owner – do they return the animal to the store or to the shelter?

The agreement must also include the process for people who wish to return the animal for whatever reason.

Housing of the shelter animal whilst in the store – keeping these animals in enclosures, separate from other animals in the store. Signage should be prominently displayed on shelter animal enclosures stating that the animals are shelter animals and naming the shelter/rescue organisation.

**NOTE:** It is not recommended to have shelter animals in close proximity of store puppies or kittens as this may significantly increase the risk of spread of disease. Consult your veterinarian for specific advice in this regard.

## 23. Return Policy

### Standards

Stores must have a written return policy which sets out the process that applies should a new owner wish to return the animal they recently purchased and include the store's policy with regard to reimbursement of veterinary bills. A copy of the policy should be given to the new owner and explained verbally at point of sale. The policy should include a "Cooling-off Period" and any refunds given. The policy should include the period of time allowed for the return of an animal, the percentage of the refund (if any) and if there can be an exchange or replacement of an animal. Animals with life threatening illnesses must be refunded in full. It is also recommended that a 'dispute resolution' clause be included in the policy.

If an animal (except fish) is returned within 3 days of the date of purchase and is not acceptable to the purchaser for any reason, the retail store Person in Charge is required to take the animal back and refund a m i n i m u m o f 50% of the amount paid at the point of sale for the animal.

If within 7 days of sale an animal (excluding fish) is not acceptable to the purchaser for health reasons, excluding injury; that is traceable to the store or through the store to the source of the animal; and the complaint is supported by a veterinarian; the Person in Charge of the store and the animal owner should negotiate in good faith to achieve an equitable outcome.

The return policy must be displayed in a prominent position on the wall or counter of the facility.

If an animal dies or is euthanased as a result of a disease that is traceable to the point of sale and is verified by an appropriate authority such as a veterinarian, the Person in Charge will refund the purchase price or offer a replacement animal with the same guarantee.

Where an animal is returned and there is a reasonable suspicion of animal abuse, the person in charge must immediately report this to the authorities.

## **24. Special Requirements**

### **24.1 Dogs and Cats**

All local, state and territory, and commonwealth legislation and codes of practice that apply to dogs and cats must be complied with by retail stores in their respective state or territory.

#### **Standards**

**Dogs and cats must not be displayed, offered for sale or sold until they are 8 weeks of age.**

Dogs must not be acquired/purchased from a breeder/supplier unless microchipped, vaccinated against Distemper, Hepatitis and Parvovirus, (C3 or C5) and accompanied by a current vaccination certificate.

Dogs must have the opportunity to exercise for at least 20 minutes daily or are provided housing that allows room for exercise. This can be provided by allowing them access to an exercise area to run freely, or by walking them on a lead.

Whilst in care, dogs must be walked in secured areas unless:

- they are on a lead at all times, and
- they are under the supervision of a competent person, and
- no more than four compatible, suitably aged dogs are being walked by the one person (or according to local regulations)

Any yard for group exercise must be supervised, and care must be taken to avoid mixing of incompatible dogs, fighting and the transmission of infectious disease.

Cats must not be purchased/acquired from a breeder unless microchipped, vaccinated against Feline Respiratory Disease, Feline Chlamydia and Feline Enteritis (Panleucopaenia), (F4) and accompanied by a current vaccination certificate. Cats that are surrendered (without monetary value) must be microchipped in the retailers name and details collected of the person who has surrendered them. (see also section 9 Sourcing Puppies and Kittens)

Cats must be provided with litter trays containing a sufficient depth of suitable clean litter material.

Litter must be changed or scooped daily (or more frequently if required) to avoid odour and infection risk, and litter trays washed and disinfected at least once every 3 days.

Except in exercise areas, floors of animal enclosures must be lined with absorbent disposable material that can readily be removed and replaced.

Bedding must be provided. It must be clean and changed frequently or immediately if soiled.

Dogs and cats must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.

#### **Protocols for Puppy Handling**

- Prior to handling any puppy or dog in the store, the customer must be asked if they have other dogs at home and if so, are their vaccinations currently up to date. Prior to handling any puppy or dog in the store, the customer must be asked if they have picked up or handled another dog during the day and if that dog has been in contact with the clothing they are wearing.
- A waterless hand sanitiser must be made readily available (attached to the outside of enclosures) and applied by both prospective owners and staff prior to and after handling each puppy and dog.
- If customers request a 'meet and greet' for any other dog they own to be introduced to the new puppy or dog, they must supply a current vaccination certificate for the dog being introduced prior to introduction to the new puppy or dog.
- Contact areas between customers and dogs must be disinfected daily.

## **Guidelines**

One feeding container should be provided for each dog, cat or puppy. Kittens under 12 weeks of age may be fed three to a bowl.

Dogs and cats should be monitored for health in accordance with the Standards and Guidelines for Best Practice. Signs of illness for which attention is required include, but are not limited to, the following:

- runny nose or repeated sneezing
- runny or inflamed eyes
- coughing
- vomiting
- diarrhoea, constipation or visibly straining to defecate
- lameness, inability to stand or walk
- bleeding or swelling of body parts
- inability to urinate, or straining to urinate, or crying while urinating
- loss of appetite
- noticeable weight loss
- apparent pain
- staggering, convulsions or fainting
- patchy hair loss

Canine Cough (C5) vaccination should be considered where there is a risk to puppies.

Members are required to prepare an infectious disease management plan with their veterinarian to deal with any outbreak of highly infectious diseases such as Parvovirus, canine cough, Corona virus, cat flu etc

## **Environmental Enrichment**

Research shows that all puppies and kittens require environment enrichment. This is particularly important in the early months of their lives as it encourages them to remain physically and mentally alert. Toys, beds, hides and other enclosure structures should be used to provide the environmental stimuli for the animal whilst it is in the Member store. IT IS VERY IMPORTANT TO VARY THE ENRICHMENT ON A REGULAR BASIS. Any toys should be sterilised between use by groups of pups.



## Socialisation

By the time a puppy or kitten is 12 weeks old it has already formed emotional responses and it is important that all of these animals commence socialisation as soon as possible.

It is recommended that stores who sell puppies commence socialisation and training in-store whilst these animals are in care.

Puppies and kittens should experience a range of sounds and be exposed to as many smells, people and objects as possible whilst in care.

## Puppy Enclosure size Small to Medium Breeds

Approximate weight range at 8 weeks of age

<1kg	Chihuahua etc.
1-2kg	Maltese x Shih Tzu, Silky, Moodle and similar
2-3kg	Cavoodle, Cocker Spaniel, Cavalier, Begalier, Beagle etc.
3-4kg	German Shepherd, Labradoodle, Aussie Bulldog, Rottweiler etc.
4-6kg	Various large breed puppies (uncommon)
6-8kg	Various large breed puppies (uncommon)

	PIAA Puppy Enclosure size Min floor area 10,350 cm <sup>2</sup> Sample size 115cm Wide x 90 cm Deep x 80 cm High (min 80 cm deep)			PIAA Puppy Enclosure size Min floor area 13,000 cm <sup>2</sup> Sample size 130cm Wide x 100 cm Deep x 100 cm High (min 90 cm deep)		PIAA Puppy Enclosure size Min floor area 18,000 cm <sup>2</sup> Sample size 200cm Wide x 90 cm Deep x 100 cm High (min 90 cm deep)	
Weight	<1kg	1-2Kg	2-3Kg	3-4Kg	4-6Kg	6-8kg	8-10kg
No. of puppies	6	5	4	2	1	2	1
Additional puppies in cm <sup>2</sup>	1700	2000	2500	6500	13000	9000	18000

1. Weight of the puppies within an enclosure is an average between litter mates. For example, If 3 puppies weigh 950 grams and 1 puppy (from the same litter) weighs 1050 grams the weight is calculated on the average weight of all puppies in the litter.
2. A variance of 5% will be allowed for existing enclosures for the minimum floor area and/or height. All new enclosures must comply with the 2015 Code of Practice.
3. All enclosures must be lockable and designed so as to prevent any access to, or handling of puppies by anyone other than staff members.

## Quarantine

Members must provide an off display quarantine enclosures to house sick or injured puppies.

It is best practice for Member stores to quarantine new puppies purchased from breeders in an off display quarantine/isolation enclosure for 3-7 days before offering them for sale.

	Minimum Enclosure Height 50cm			Minimum Enclosure Height 70cm		Minimum Enclosure Height 100cm	
Weight	<1kg	1-2Kg	2-3Kg	3-4Kg	4-6Kg	6-8kg	8-10kg
Number of Puppies	2	2	2	2	1	2	1
Minimum Size	3400	4000	5000	6500	13000	9000	18000
Additional Puppies	1700	2000	2500	6500	13000	9000	18000

## 24.2 Rabbits, Rats, Mice, Guinea Pigs and Ferrets

All local, state and territory, and commonwealth legislation and codes of practice that apply to rabbits, rats, mice, guinea pigs & ferrets must be complied with by retail stores in their respective state or territory.

### Standards

The minimum age of animals that can be displayed, advertised or offered for sale is:

- Rabbits 6 weeks
- Guinea Pigs 4 weeks
- Mice and Rats 4 weeks
- Ferrets 8 weeks

Enclosures must be designed to ensure the well-being of the animals, to prevent escape and prevent access by unauthorised persons.

Enclosures must be designed to minimise draughts, disease transmission, and stress and contain an area for the animals to avoid exposure to bright lights.

A secluded, darkened sleeping area must be provided.

Enclosures must enable animal's room to move about and rest without disturbance. Nesting boxes must be provided for breeding females.

Litters under one week of age should be disturbed as little as possible and kept in special maternity enclosures.

Suitable non-toxic bedding must be provided and replaced as frequently as necessary to keep it in a sanitary condition.

Wooden or other suitable gnawing blocks should be provided for rodents.

Animals must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species. Fresh greens must be supplemented for rodents.

Water must be constantly available and supplied in suitable containers. When using bottles with a nipple drinker the tip must not come into contact with bedding or food.

Animals must be checked at least once daily for any signs of illness or disease and should be wormed before being sold.

Ferrets require adequate handling and socialisation to enable them to develop as a suitable pet.

Ferrets must be vaccinated to the recommended schedule prior to being purchased or acquired from the breeder where possible.

It is best practice to vaccinate rabbits against Calicivirus as recommended by your veterinarian

## Guidelines

When using bottles with a nipple drinker for drinking water, the tip should not come into contact with bedding or food

Minimum 'on display' cage sizes

Species	Minimum Floor Area (cm <sup>2</sup> )	Minimum Width (cm)	Minimum Height (cm)	Max No. Animals	Increased area for each additional animals (cm <sup>2</sup> )
<b>RABBITS</b>					
Young (6-12 weeks)	6000	60	50	5	1200
Adults (greater than 12 weeks)	6000	60	50	2	3000
<b>GUINEA PIGS</b>					
Young (6-16 weeks)	3000	50	40	5	600
Adults (16 weeks +)	3000	50	50	2	1500
<b>MICE</b>					
Young (4-8 weeks)	600	20	20	7	60
Adults (8 weeks +)	600	20	20	4	100
<b>RATS</b>					
Young (4-10 weeks)	2000	50	22	6	300
Adults (10 weeks +)	2000	50	22	3	600

<b>FERRETS    Min Size 3600 sq cm (e.g. size 80cm x 45cm x 60cm High)</b>				
Age	8-12 weeks	12-15 weeks	15-18weeks	18 weeks +
No. of Ferrets	5	3	2	1
Additional Ferrets by cm	720	1,200	1,800	3,600

## **24.3 Fish**

All local, state and territory, and commonwealth legislation and codes of practice that apply to fish must be complied with by retail stores in their respective state or territory.

### **Standards**

#### **Ornamental Fish**

Retailers must not trade in any fish or plant species listed as noxious or otherwise restricted in their state or territory.

Retailers must not knowingly sell illegal or illegally imported species.

Member stores must comply with local, state and commonwealth legislation and codes of practice in their state/territory that relate to the operation of aquarium/aquatic outlets.

Fish tanks must be protected from adverse environmental extremes.

Water changes must be adequate to maintain good water quality in relation to population density.

Unless other provisions are made, tank lids or other appropriate devices must be fitted and kept in place to prevent escape of fish.

Water chemistry must be checked a minimum of twice weekly and appropriate measures taken to correct any imbalance. Records will be maintained of the water chemistry results and kept for 12 months.

All electrical equipment such as lights and heaters must be connected to safety switches and regularly checked for correct performance and safety.

Filtration equipment must be adequate for the species and tank/pond population densities, and effective at all times.

Fish must be fed as often as required with appropriate food according to species requirements.

All fish nets must be disinfected after use in each aquarium/tank, or a separate net for each tank must be used.

Fish showing signs of illness must be attended to immediately and where necessary, separated from other fish to prevent the spread of disease or molestation by healthy fish.

The use of medications in the treatment of diseased or injured aquatic animals must be carried out quickly and humanely to provide a cure to the species concerned. Proper prescribed medications for the relevant disease must be used.

Deceased aquatic animals must be disposed of in a manner that does not cause spread of disease or contamination of natural waterways or storm water. These animals must be disposed of in garbage which is used in landfill.

## Guidelines

Retailers should suggest their customers advise them of unwanted aquatic animals and aquatic plants with a view to "re-homing" them thus preventing them being dumped into natural waterways. There is no obligation to repurchase, refund or take un-quarantined animals into the shop/aquarium.

Retailers should ensure new owners are given relevant literature and information about the aquatic animals and plants they are purchasing and educate them on responsible aquatic ownership

If manufacturing glass aquaria, separate "Recommendations for Manufacture" MUST be followed. These are to be found on the Association web site.

## Stocking Density Guidelines for Fish in Retail Stores

It is impossible to provide a satisfactory stocking density as the critical factor is the water quality. In the past decade, there have been significant advances in the quality of filtration equipment available and the use of sumps. This means that the fish in the display tank may appear to be stocked quite heavily.

Irrespective of the stocking density in a tank, it is considered satisfactory if there is sufficient filtration to maintain the water quality parameters (see below) within the normal levels for the type of fish and water testing records can substantiate this.

Water Quality Criteria		
<b>Cold Water Fish</b>		
Dissolved Oxygen	Min	6mg/litre
*Free ammonia	Max	0.02 mg/litre
Nitrite	Max	0.2 mg/litre
Nitrate	Max	50mg/litre above ambient tap water
<b>Tropical Fish</b>		
Dissolved Oxygen	Min	6mg/litre
*Free ammonia	Max	0.02 mg/litre
Nitrite	Max	0.2 mg/litre
Nitrate	Max	50mg/litre above ambient tap water
<b>Tropical Marine Fish</b>		
Dissolved Oxygen	Min	5.5mg/litre
*Free ammonia	Max	0.01 mg/litre
Nitrite	Max	0.125 mg/litre
Nitrate	Max	40mg/litre
pH	Min	8.1

**NOTE:** These parameters should be checked first. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels.

An excellent reference on water quality is available from the Ornamental Aquatic Trade Association (OATA) a UK-based organisation (granted with permission).

Please see:

<http://www.ornamentalfish.org/wp-content/uploads/2012/08/Water-Quality-Criteria.pdf>

## **24.4 Birds**

All local, state and territory, and commonwealth legislation and codes of practice that apply to birds must be complied with by retail stores in their respective state or territory.

The sale of different species of birds varies from state/territory to state/territory. Retail stores must ensure that they comply with all requirements for sale of birds in their state/territory.

Enclosure sizes in these Standards & Guidelines for Best Practice are for NSW. In the absence of enclosure sizes for birds in the retail stores' state or territory, the NSW sizes must be used as a guide.

### **Standards**

Hand-reared birds must be fully feathered and independent before sale.

Birds must only be handled by trained or experienced staff.

Birds must be caught by the least stressful method and subjected to minimal handling.

Birds showing signs of illness must be attended to immediately and separated from other birds to prevent spread of disease or molestation by other birds.

Sufficient perches, roosting areas and feed/water stations must be provided to meet the needs of all birds in a cage or aviary.

Perches must be of a diameter, construction and material appropriate to the species held, and must be placed to prevent contamination of food and water containers. Perches must also be positioned to ensure that birds' tails are not in contact with the cage substrate, and to provide easy access to food and water.

Except where it is a species requirement, birds must be fed out of suitable containers and not directly off the floor, and not located below perches.

Birds must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.

In addition to dry feed, fresh fruit, greens, nectar or seeding grasses must be supplied as appropriate to the species to provide variety and nutrient supplementation.

Environmental enrichment must be provided. This may include the provision of cuttlefish, toys, or other enrichment devices.

Pinioning of wings is unacceptable and is defined in most states and territories as an act of cruelty. The clipping of wing feathers is acceptable when undertaken under the guidance of a veterinarian or an experienced bird-keeper.

### **Guidelines**

Each species should be accommodated according to its needs; this includes the provision of nesting sites and materials appropriate to the species for breeding purposes where intended. For indoor cages, birds should be housed in a bird room that is in a separate part of the shop, with an extraction fan system. This is to remove as much feather dander and dust as possible from the premises and thus reduce the potential for the zoonotic diseases, including avian

chlamydiosis (psittacosis).

Outdoor cages and aviaries should be designed and constructed so as to minimise the threat posed to birds by predators. Many species of birds, animals and reptiles are predators of, or cause distress to, aviary birds by day or by night. These include cats, dogs, foxes, birds of prey including owls, butcherbirds and currawongs, snakes and even children.

Enclosures should provide freedom of movement and capacity for exercise or flight, as appropriate to the species.

Other than in exceptional circumstances, pools and ponds should be avoided in sales cages/aviaries.

To maintain hygiene standards where cages and aviaries have solid floors, the floor should be covered with a suitable non-toxic disposable material.

Grit and other vitamin/mineral supplements should be available to reduce the potential for nutrient deficiencies.

Adequate food suitable for the needs of each particular species of bird should be readily available. Most species of birds should have access to food at all times.

Birds show ill health or stress in a great variety of ways. Careful observation is needed as sick birds are able to suppress some signs of illness. Signs requiring urgent attention include, but are not limited to, the following:

- changes in appearance of droppings
- changes in food or water consumption
- changes in attitude or behaviour e.g. inability to fly
- changes in appearance or posture, ruffled feathers, tail pumping
- changes in weight
- enlargements or swelling
- regurgitation, injury, sores, bleeding or lameness
- discharge from nostrils, eyes or beak
- excessive loss of feathers
- overgrown beak or nails
- stains or scabs around feet, eyes or nostrils

A heated hospital cage should be provided for the isolation and treatment of sick or injured birds away from view to minimise stress.

Care should be taken with new equipment. New galvanised wire may be toxic, especially for parrots. The risk of 'new wire disease' can be reduced by allowing the wire to be weathered for 4 to 8 weeks or by washing with a mild acidic solution e.g. vinegar and rinsing with water.

The Person in Charge of the facility and/or their staff should be aware of any responsibilities under wildlife licensing systems in relevant states and territories.

The application of rings for identification purposes requires careful selection of the appropriate ring and its application. Some species, especially as adults, should not be ringed because of the risk of self-mutilation. Special care is needed should a ring require removal, for example, to attend to a leg injury.

Overgrown beaks should only be carefully trimmed by experienced staff.



Excessively long nails should be trimmed by experienced staff only without drawing blood.

**Bird Enclosures - See Appendix 1**

Bird enclosure sizes may vary from State to State and Territory to Territory. Retail stores must firstly comply with all local, state and commonwealth legislation and codes of practice. In the event that no legislation or code of practice is in force, the retail stores must comply with the NSW Bird Enclosure Sizes as shown in Appendix 1 or these Standards & Guidelines for Best Practice.

## **24.5 Reptiles and Amphibians**

All local, state and territory, and commonwealth legislation and codes of practice that apply to reptiles & amphibians must be complied with by retail stores in their respective state or territory.

### **Standards**

At least one staff member must be knowledgeable and experienced in the care of each species in store at all time.

The Person in Charge of a store must be fully compliant with the wildlife licensing system operating within their state/territory legislation and relevant codes of practice.

Reptiles/amphibians are very sensitive to vibration and noise. Display, housing and hospital enclosures must be positioned to minimize vibration and disturbance.

Reptile/amphibian enclosures must be lockable and tamper proof.

All reptiles/amphibians require external sources of heat to maintain body temperature. Temperature requirements vary between species. Reptiles must be kept at a suitable temperature for proper food digestion.

Amphibians require continuous sources of water to maintain hydration, appropriate to the species. Fresh water must be available at all times in suitable containers.

Heat sources must be on a thermostat to regulate cage heat. Thermometers must be placed in the enclosure to monitor thermostat performance and gauge temperature gradient.

All enclosures must have vents to allow air circulation.

UVA and UVB must be provided for those species for which this is essential. Globes must be changed regularly as per manufacturer's guidelines.

Records must be kept of feeding behaviour and dates of feeding.

Dietary requirements vary with the species. Correct diets must be used.

Overcrowding of juveniles must be avoided.

All facilities must provide an adequate hospital enclosure for sick or injured animals.

A veterinarian or other expert with reptile/amphibian experience must be consulted in the case of illness or injury of housed reptiles.

Stock should only be sourced from suitably qualified or experienced outlets as governed by state and territory laws.

### **Guidelines**

Appropriate care sheets containing specialist information for the species should be provided with each animal sold. These must contain specific information on feeding, heating, lighting, housing requirements. It should suggest appropriate information sources for clients to expand their knowledge.

Glass aquariums lose heat readily. Heating system should be adequate to provide the environmental requirements of each species.

UVA and UVB are essential for some species and will benefit all reptiles. UV lights should be on timers set to daylight hours only. UVA and UVB tubes are not heaters. Globes must be changed regularly as per manufacturer's guidelines.

Avoid placing enclosures in direct sunlight as sunlight through glass may cause overheating.

Some species require water misting to allow skin absorption of moisture.

Feeding behaviour – feeding in groups may lead to dominant behaviour patterns causing sub-dominants to miss feeds. Be aware of the behaviour patterns of each species housed.

Feeding Time – reptiles are usually shy feeders and may need to be fed outside normal shop opening times unless the animal has a special requirement.

Juveniles require special attention in food selection and provision. Requirements vary greatly between species. Housing and heating requirements also differ from those suitable for adults and individual housing may be necessary.

A quarantine and preventative treatment program should be designed in conjunction with a veterinarian or other expert experienced with reptiles/amphibians.

Retailers should consider a "take back" or "rehoming" facility to minimise the risk of inappropriate outcomes for reptiles and amphibians.

## **Reptiles Approved for Sale in Retail Stores in Australia**

Licensing requirements and lists of species vary widely from State to State and Territory to Territory. The following links give information on licencing and species that State by State.

### **New South Wales**

<http://www.environment.nsw.gov.au/wildlifelicences/ReptilesforLicenceFaunaDealer.htm>

### **Queensland**

[http://www.ehp.qld.gov.au/licences-permits/plants-animals/information\\_sheets.html](http://www.ehp.qld.gov.au/licences-permits/plants-animals/information_sheets.html)

### **South Australia**

[http://www.environment.sa.gov.au/managing-natural-resources/plants-and-animals/Permits\\_licences](http://www.environment.sa.gov.au/managing-natural-resources/plants-and-animals/Permits_licences)

### **Victoria**

<http://www.depi.vic.gov.au/environment-and-wildlife/wildlife/keeping-and-trading-wildlife/private-wildlife-licences>

### **Western Australia**

<http://www.dpaw.wa.gov.au/plants-and-animals/licences-and-permits/134-fauna-forms?showall=&start=4>

**Tasmania**

<http://dpiwwe.tas.gov.au/wildlife-management/living-with-wildlife/reptiles-in-captivity/herpetology-in-tasmania>

**ACT**

[http://www.tams.act.gov.au/parks-recreation/plants\\_and\\_animals/animal\\_licensing/do\\_i\\_need\\_a\\_licence/reptile\\_policy](http://www.tams.act.gov.au/parks-recreation/plants_and_animals/animal_licensing/do_i_need_a_licence/reptile_policy)

**Northern Territory**

[http://www.parksandwildlife.nt.gov.au/permits/wildlife#.VPP\\_TdH9mcO](http://www.parksandwildlife.nt.gov.au/permits/wildlife#.VPP_TdH9mcO)

## 24.6 Invertebrates

All local, state and territory, and commonwealth legislation and codes of practice that apply to invertebrates must be complied with by retail stores in their respective state or territory.

### Standards

At least one staff member must be knowledgeable and experienced in the husbandry of each Invertebrate species in store at all times.

Handling must be kept to a minimum.

Handling must only be done by experienced staff with suitable tongs, tweezers or hands with species such as hermit crabs and phasmids.

Invertebrate enclosures must be lockable, tamper proof and must have vents to allow air circulation.

Temperature, humidity and lighting must be provided correctly to appropriate species.

Dietary requirements can vary depending on the species. Correct diets must be used.

Water must be provided in the correct method according to the species.

All invertebrates are to be mist sprayed with water daily.

Records must be kept of feeding behaviour and dates of feeding.

Social species must be housed together but overcrowding should be avoided.

Solitary species must not be housed together.

### Guidelines

**WARNING** - Correct techniques must be used by experienced staff when handling tarantulas, scorpions and centipedes as the venom, pinch, sting or bite from one of these can affect each individual differently.

Appropriate care and fact sheets containing relevant information specific to the species should be provided with each invertebrate sold. These must contain detailed information on the husbandry of that Invert including everything from feeding, heating, lighting, cleaning and minimum housing requirements.

Customers must be fully informed of the risks involved when purchasing potentially **dangerous** species such as spiders, scorpions and centipedes. Fact sheets containing a warning declaration are essential.

All small temporary Invertebrate enclosures housing tarantulas, scorpions and centipedes must be inside a cabinet or larger enclosure that is lockable and only accessible by experienced staff.

No customers are to hold or touch these species.

Avoid placing enclosures in direct sunlight.

Feeding – Feeding of tarantulas, scorpions and centipedes must be done appropriately with a set of

tongs or tweezers and by experienced staff only. Handling of these species should be avoided unless completely necessary.

Feeding – Feeding of phasmids and hermit crabs must be done when required. Fresh leaves for phasmids and fresh fruit and vegetables for hermit crabs, roughly, every second to third day.

Customers should be encouraged to keep in contact with the staff after the purchase of the Invertebrate.

**Invertebrates: Housing & Care – see Appendix 2**

## **24.7 Native Mammals**

Special requirements for native mammals are currently under review

## **24.8 Livestock Kept as Pets**

Special requirements for livestock kept as pets are currently under review



# **Appendix 1**

## **Birds: Complete Trading List NSW and Recommendations for Enclosures**

# **Appendix 2**

## **Invertebrates: Housing & Care**



# PET INDUSTRY ASSOCIATION

## DOG BREEDER'S VETERINARY AUDIT REPORT 2021

It is a requirement that the Breeder/Owner complies with all relevant State Legislation and Codes of Practice in their State/Territory for the breeding of dogs. In the absence of Legislation or a Code of Practice it is a requirement that the Breeder/Owner complies with the NSW Code of Practice for Breeding Dogs & Cats.

This Code can be found on the NSW Government website at-

[www.dpi.nsw.gov.au/agriculture/livestock/animal-welfare/general#codes-of-practice](http://www.dpi.nsw.gov.au/agriculture/livestock/animal-welfare/general#codes-of-practice)

**Information contained in this report will be held by the Pet Industry Association of Australia and will not be released to any third party other than RSPCA, AWL or relevant Government authority.**

This Vet Report **does not** constitute breeder membership or accreditation by PIAA. The document is an annual vet report that ensures the breeder, who is supplying puppies to a PIAA Retail Member is at least abiding by their state's COP and is practicing in an ethical manner.

Report details	
Report Date:	
Breeder Registration (if applicable):	PIAA Member: <input type="checkbox"/> Yes    No <input type="checkbox"/>
Number of dogs on property (not including puppies under 12 weeks of age):	
Breeder Name:	Veterinary Practitioner:
Business Name (If applicable):	Business Name (If applicable):
Business ABN (If applicable):	Business Name (If applicable):
Address:	Address:
Email:	Email:
Phone:	Phone:
Fax:	Fax:
Website:	Website:

### Notes for Veterinarians

Thank you for agreeing to participate in the PIAA's Approved Dog Breeders Scheme to help address community concerns about unwanted pets and puppy farms.

A breeder is anyone who intentionally puts an entire dog with another to breed. A breeder is not defined by number of dogs i.e. you could have one breeding dog, but you are still a breeder. Some requests in the document may be less relevant with breeders whose animals are house pets.

If breeding animals are house pets, the house is inspected as if it were "the kennel".

Your role is to visit the breeding facility and report on whether, in your opinion, the standards in place are satisfactory to ensure the health and wellbeing of puppies and their parents.

You are not expected to certify compliance with State Codes of Practice or other legal requirements – you are simply providing your expert advice to the breeder on whether their facility is satisfactory from your perspective.

Please assess the facility based on the areas listed below and confirm whether it is satisfactory or improvements are required by ticking the appropriate boxes. Where improvements are required, please make your recommendations in the comments section at the end. You will need to visit the facility again with the breeder's permission to ensure your recommendations have been implemented.

Once you have completed your final report, the breeder will submit it to the PIAA member pet store who will forward a copy to PIAA.

If you have any questions or concerns about this report or the Approved Dog Breeders Scheme, please contact the PIAA on 02 9659 5811 or [info@piaa.net.au](mailto:info@piaa.net.au)

REPORT AREA	FACILITY CHECKLIST (to be completed by the breeder)	VETERINARIAN'S CHECK	VET COMMENT
<b>1.0 COMPLIANCE</b> I have read my relevant states Legislated Code of Practice and I believe my facility is compliant.	<input type="checkbox"/> I believe my facility complies	N/A	
<b>1.1</b> As a minimum the breeder must abide by their states legal COP, however are encouraged the work towards PIAA "Standards and Guidelines for Best Practice for Breeders".	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> I don't currently comply but I am prepared to work towards this greater compliance	N/A	
<b>1.2</b> The breeder breeds their own puppies and is not acting as an agent or broker.	<input type="checkbox"/> I believe my facility complies	N/A	
<b>2.0 FACILITY &amp; GROUNDS</b> Kennel structures are in good repair and are not likely to injure dogs or humans. Fencing is adequate to prevent escape of dogs. Property and the landscape are satisfactorily maintained and free from rubbish and material that may harbour vermin/venomous snakes and detract from the aesthetic appearance of the property.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>3.0 WORK AREAS &amp; FOOD PREPARATION</b> Animal food preparation area is neat and clean. Food is stored in appropriate containers and labelled accordingly.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>4.0 ANIMAL MEDICATION</b> Any animal medications are stored appropriately and where necessary have an appropriate veterinary prescription label attached.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>5.0 FIRST AID (HUMAN)</b> First aid kit is easily accessible and can be located by all staff.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	

REPORT AREA	FACILITY CHECKLIST (to be completed by the breeder)	VETERINARIAN'S CHECK	VET COMMENT
<b>5.1 ENVIRONMENTAL CONTROL</b> Breeding facilities must be designed, constructed, serviced and maintained in a way that provides for the good health and well-being of the animals. Animals must be provided protection from rain, wind, direct sunlight or other adverse weather conditions. Primary enclosures are sturdy, impervious to moisture and do not injure the animal or humans.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>5.2</b> Animal sleeping areas must remain clean, dry and sufficiently insulated from the floor, with suitable bedding appropriate to the breed or species.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>5.3</b> Kennel interiors are adequately lit and easily visible during daylight hours and easily visible for after-dark emergencies or identification of distressed animals.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>6.0 SANITISATION</b> Written policies are in place to ensure occupied enclosures are cleaned and sanitised daily. Excretory and waste odours are managed at all times.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>6.1</b> Animal waste is removed at least twice a day to minimise contamination & odour minimisation.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>6.2</b> Animals are kept dry and protected during enclosure cleaning.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>6.3</b> Water receptacles and feed bowls are clean and fresh on inspection. Written policies are in place for daily cleaning and refilling.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	

REPORT AREA	FACILITY CHECKLIST (to be completed by the breeder)	VETERINARIAN'S CHECK	VET COMMENT
<b>7.0 FIRE AND ELECTRICAL SAFETY</b> If kennels are free standing and separate from the home they should have fire equipment on hand and smoke detectors.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
7.1 An evacuation plan should be in place.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>8.0 KENNELS</b> Primary dog enclosures enable dog to stand, turn around comfortably and lie with limbs extended and/or complies with the relevant state codes of practice.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
8.1 Exercise areas and runs allow for all dogs to trot.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
8.2 Breeding facilities should be isolated from all other dogs to ensure that the introduction of disease to the puppies is minimised.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
8.3 Primary enclosure materials are sturdy, impervious to moisture and do not injure the animal.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
8.4 The premises have provisions for an area of isolation for a dog that requires medical attention and is unable to be housed in regular area where dogs are normally housed.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	

REPORT AREA	FACILITY CHECKLIST (to be completed by the breeder)	VETERINARIAN'S CHECK	VET COMMENT
8.5 The premise has a quarantine area onsite or offsite for new dogs/puppies acquired that will be housed on the property to minimize the risk of brining in infectious disease such as Parvovirus.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>9.0 COMMUNITY PLAYTIME</b> Procedures in place for community playtime and human socialisation.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>10.0 RECORD KEEPING</b> Records should be kept for each individual puppy including date of birth, weight at birth, regular weights (at least weekly), worming, medications etc.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
10.1 Records for each and individual breeding dog including treatment, vaccination, breeding history and other relevant information.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
<b>11.0 TRANSFER OF OWNERSHIP</b> Policies are in place for the transfer of ownership papers between the breeder and the purchaser, including transfer or micro chipping records. The breeder understands that it is a requirement by PIAA and in some states by law to micro-chip all puppies in the breeders name for lifetime traceability.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
12. The breeder has a retirement plan regarding the rehoming of a dog no longer used for breeding which should include de-sexing.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	
13. All dogs kept on the premises appear to be in good physical and psychological health.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Improvements Req. <input type="checkbox"/> Satisfactory <input type="checkbox"/> Good <input type="checkbox"/> Exceptional	



