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## Prevention of Cruelty to Animals (Animals in Pet Shops) Standards 2017

under the

*Prevention of Cruelty to Animals Regulation 2012*

The following Standards are approved by the Minister for Primary Industries as relevant Standards for the purposes of Part 4 of the *Prevention of Cruelty to Animals Regulation 2012*.

### Explanatory note

The object of these Standards is to prescribe legally enforceable requirements which apply to everyone involved in the activity of selling animals in pet shops.

These Standards deal with the following:

- (a) the responsibilities and competency of the staff who care for and manage animals in pet shops (**Part 2**),
- (b) the management systems that must be used in pet shops (**Part 3**),
- (c) the standards of housing required for animals in pet shops (**Part 4**),
- (d) the requirements for managing the care of animals in pet shops including requirements for food and water, cleanliness and transport (**Part 5**),
- (e) the health care standards for animals in pet shops (**Part 6**),
- (f) matters relating to the transfer of ownership of animals in pet shops (**Part 7**)
- (g) special requirements for dogs and cats in pet shops (**Part 8**)
- (h) special requirements for rabbits, rats, mice and guinea pigs in pet shops (**Part 8**)
- (i) special requirements for fish in pet shops (**Part 8**)
- (j) special requirements for birds in pet shops (**Part 8**)
- (k) special requirements for reptiles in pet shops (**Part 8**)
- (l) matters relating to the humane destruction of animals in pet shops (**Part 9**)
- (m) other miscellaneous matters (**Part 1**).

Clause 26 of the *Prevention of Cruelty to Animals Regulation 2012* (“the Regulation”) includes a requirement that the following persons must comply with the provisions of these Standards:

- the proprietor of a pet shop,
- each person concerned in the management of a pet shop,
- any person employed by or working in a pet shop.

Failure to comply with a provision of these Standards is an offence under clause 26 of the Regulation. In more serious cases, failure to comply with a provision of these Standards may result in a prosecution for an offence against the *Prevention of Cruelty to Animals Act 1979*.

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Compliance with these Standards does not remove the need to comply with other requirements of the *Prevention of Cruelty to Animals Act 1979* and the Regulation, or the requirements under any other legislation such as the *Companion Animals Act 1998*, the *Local Government Act 1993*, the *Impounding Act 1993* and the *Animal Research Act 1985*.

These Standards are made for the purposes of the *Prevention of Cruelty to Animals Act 1979*, including the definition of *animal trade* in section 4(1) and Part 4 of, and Schedule 1 of, the Regulation.

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## Prevention of Cruelty to Animals (Animals in Pet Shops) Standards 2017

under the

*Prevention of Cruelty to Animals Regulation 2012*

### Part 1 Preliminary

#### 1 Name of Standards

These Standards are the *Prevention of Cruelty to Animals (Animals in Pet Shops) Standards 2017*.

**Note:** These Standards are referred to in Column 2 of Schedule 1 to the *Prevention of Cruelty to Animals Regulation 2012*. Clause 26(5) of that Regulation provides that these Standards are the relevant Standards, for the purposes of clause 26 of that Regulation, in respect of a business specified in Column 1 of Schedule 1, being the conduct of pet shops.

#### 2 Commencement

These Standards commence on the same day as the [*Insert name of Regulation amending Schedule 1 to the Prevention of Cruelty to Animals Regulation 2012*].

#### 3 Application of these Standards

These Standards apply to the conduct of selling animals in pet shops.

#### 4 Interpretation

##### (1) Definitions

In these Standards:

***animal*** means a member of a vertebrate species (other than an amphibian) including any:

- (a) mammal (other than an human) and including a dog, cat, rabbit, guinea pig, rat or mouse.

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- (b) bird,
- (c) fish,
- (d) reptile.

**arboreal** means living and moving about primarily in trees.

**behavioural enrichment** means the provision of stimuli that promote appropriate behavioural and mental activities, resulting in improved animal health and activity.

**biosecure** means a facility that utilises security measures to protect animals against the transmission of disease and pests.

**brachycephalic** means an animal with a shortened skull and flattened muzzle.

**cryptic** means hidden or camouflaged.

**disease** means:

- (a) any infection of an organism having the potential to result in or resulting in an abnormal, pathological or unhealthy condition that is caused by a known or unknown disease agent, and
- (b) any other medical condition that has a negative impact on the physical or psychological health of an animal,

**disease agent** includes a prion, a microorganism, an infectious agent and a parasite.

**ectothermic** means an animal having a variable body temperature dependent on the temperature of the surroundings, such as fishes and reptiles.

**emergency management plan** means a document that details the response to an actual or imminent event or situation that endangers, or threatens to endanger, the safety or health of animals and that may destroy or damage, or threaten to destroy or damage, property.

**environmental enrichment** means the provision of appropriate activities or experiences within an animal's environment to meet that animal's physical and psychological needs.

**healthy** means an animal that is free from sickness, injury or disease affecting the overall physical and psychological well-being of the animal.

**housing** means any structure used to contain animals, and includes any cattery, cage, module, enclosure, hutch, or tank within premises or any room forming part of premises.

**infectious disease** means a disease caused by a transmissible agent that may cause illness or death in susceptible animals that become infected.

**isolation facility** means a secure area in which individual animals are kept separate from other animals and which can be made biosecure.

**kitten** means a cat which is less than 16 weeks of age.

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**manager** means a person who directly or indirectly controls a pet shop, and includes:

- (a) the owner, or
- (b) a person engaged under a contract or services or a contract of employment, or
- (c) a volunteer.

**market or fair** means a meeting of people for the purpose of selling and buying goods, including animals and includes temporary facilities at which animals are kept for short periods.

**microchip** means a subcutaneous full duplex electronic radio transponder inserted under the skin of a dog or a cat for permanent identification purposes.

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

**person in charge** of a pet shop, includes:

- (a) the proprietor of the business that conducts the animal trade in the pet shop,
- (b) each person concerned with the management of the pet shop, and
- (c) any person performing the role of manager of the pet shop.

**pet shop** means any premises used for the conduct of animal trade for which an animal is kept for the purposes of sale, and includes:

- (a) a shop,
- (b) booth or stall at a market, and
- (c) premises used for residential purposes and any associated structures.

**proprietor** means the owner.

**puppy** means a dog which is less than 16 weeks of age.

**Register of Companion Animals** has the same meaning as in the *Companion Animals Act 1998*.

**registered training organisation** means a training provider registered by the Australian Skills Quality Authority of the Commonwealth.

**sale** means the transfer of ownership of an animal or animals, and includes:

- (a) selling by wholesale, retail, auction or tender, or
- (b) barter or exchange, or
- (c) supplying for profit, or
- (d) offering for sale, receiving for sale or exposing for sale, or
- (e) consigning or delivering for sale, or
- (f) having in possession for sale, or



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(g) causing or allowing any of the above to be done.

**socialisation** means exposing an animal to different age-appropriate positive experiences in order to prepare an animal for coping throughout life.

**staff or staff member** means a person who works in a pet shop, including the person in charge of a pet shop, employees, contractors or volunteers, whether working full-time or part-time and whether working or not working for fee or reward,

**terrestrial** means living and moving primarily on the ground.

**the Act** means the *Prevention of Cruelty to Animals Act 1979*.

**the Regulation** means the *Prevention of Cruelty to Animals Regulation 2012*.

**vaccinated** when used in relation to a dog or cat, means inoculated according to current veterinary advice and the vaccine manufacturers' instructions for a vaccine registered for the species.

**volunteer** means a member of the public who is not paid, but works in a voluntary capacity under the supervision of the person in charge of the pet shop.

**written procedures** mean the procedures developed under these Standards that are in place for the pet shop.

**zoonoses** means any disease that is communicable between humans and another animal species.

**Note:** Pursuant to section 11 of the *Interpretation Act 1987*, words and expressions in this Standard such as **animal trade, cat, cage, dog, inspector, owner, person in charge** in relation to an animal, **veterinary practitioner** and **veterinary treatment** have the same meaning as they have in the Act.

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## Part 2 Responsibilities and competency of staff

### 5 Responsibilities and competency of staff

- (1) The person in charge of the pet shop must:
  - (a) keep a copy of these Standards and the written procedures at the pet shop, and
  - (b) make a copy of these Standards and the written procedures available to all staff.
- (2) The person in charge of a pet shop must ensure that each staff member is provided with proper and adequate on-the-job training and experience in pet shop animal welfare matters.
- (3) During all hours of operation of a pet shop, the person in charge of the pet shop must ensure that at least one staff member is present who:
  - (a) has had proper and adequate on-the-job training and experience in each of the pet shop animal welfare matters, and
  - (b) from the date that is 2 years after the commencement of these Standards, holds as a minimum qualification a current Certificate II in Animal Studies, or equivalent competencies that have been formally assessed by a registered training organisation,
- (4) A staff member must not carry out an activity in any of the pet shop animal welfare matters unless:
  - (a) the staff member has received proper and adequate on-the-job training in, and has experience of, that area, or
  - (b) the staff member is supervised by another staff member who has received proper and adequate on-the-job training in, and has experience of, that area.
- (5) In this clause, *pet shop animal welfare matters* means:
  - (a) the care and welfare of animals, depending on the species housed at the pet shop,
  - (b) methods of identifying animals,
  - (c) providing food and water to animals,
  - (d) administering first aid or other treatments to animals under veterinary supervision or advice,
  - (e) cleaning and proper hygiene in the pet shop,

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- (f) animal behaviour and social or psychological needs of animals, including abnormal behaviours and deterioration of psychological health of animals, and the protection of animals from distress or injury caused by other animals or interference by the public,
- (g) procedures for receiving animals into, and selling animals from the pet shop,
- (h) housing animals,
- (i) handling and controlling animals,
- (j) the provision of socialisation and environmental enrichment for animals,
- (k) moving, transporting and capturing animals,
- (l) identifying signs of health and ill health, both physical and psychological, in animals, including identifying when prompt veterinary care is required,
- (m) procedures for the care of sick and injured animals,
- (n) special requirements for pregnant, nursing, old or young animals,
- (o) disease and parasite prevention and control,
- (p) procedures for managing emergencies in the pet shop, and
- (q) record keeping in the pet shop.

## 6 Required numbers of staff

- (1) During all hours of operation of a pet shop, the person in charge of a pet shop must ensure that the following staff are present:
  - (a) a minimum of one staff member per 20 dogs and cats (mothers with litters to be counted as 2 animals) to feed and clean the dogs and cats and their housing, and provide socialisation and enrichment and
  - (b) sufficient additional staff to attend to all of the following duties:
    - (i) feed other animal species and clean their housing,
    - (ii) exercise dogs,
    - (iii) provide preventative and veterinary treatments as per veterinary advice to the animals,
    - (iv) receive animals into the pet shop, and
    - (v) transfer ownership of animals being sold by the pet shop.
- (2) Staff members present in the pet shop must be trained to provide for the care of all species housed in the pet shop.

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## 7 Staff training register

- (1) The person in charge of a pet shop must maintain an electronic record of all training undertaken by staff (the *Training Register*).
- (2) The person in charge of a pet shop must ensure that the following matters are recorded in the Training Register:
  - (a) the qualifications in animal care held by each staff member, and
  - (b) details of the training undertaken by each staff member, including the date of training and a description of the topics covered by the training.
- (3) The person in charge of the pet shop must ensure that each staff member is provided with regular opportunities to up-date their qualifications and experience.

## Part 3 Quality management systems

### 8 Directory of information about animals

The person in charge of a pet shop must maintain an electronic register in which the following current information about all animals in the pet shop (the *Animal Directory*):

- (a) microchip number and other permanent identifier of a dog or cat,
- (b) any other unique identification details allocated by the pet shop to animals,
- (c) details of the breeding of the animals, including the date of birth, the name, address and breeder identification number of the breeder of the animals,
- (d) details of the acquisition of animals, including the name, address and fauna dealer licence number of the supplier of the animal,
- (e) the species and breed of an animal,
- (f) gender of the animal and whether neutered (if known),
- (g) the vaccination status (if known) of an animal,
- (h) details of any special medical and dietary requirements of an animal,
- (i) details of any adverse observations referred to in clause 29,
- (j) details of preventative and veterinary treatment provided to animals while in the pet shop, including worming or parasite control,

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- (k) the date of death or humane destruction of animals, (including the reason for and method of humane destruction),
- (l) details of trading in animals subject to any additional regulatory control,  
**Note:** An example of regulatory control are birds traded under the *Biodiversity Conservation Act 2016*.
- (m) the date of cleaning and disinfection of all animal housing, and
- (n) details of the sale of animals (except fish), including: the date of sale, and the name, address and contact details of the new owner.

## 9 Register of Companion Animals

The person in charge of a pet shop must comply with the requirements of the *Companion Animals Act 1998* in relation to notification of identification information and registration information.

## 10 Time period for keeping information

The Animal Directory be retained at a pet shop for a minimum of five years.

## 11 Production of information

For the purposes of section 24G of the Act, the Training Register and the Animal Directory are registers, that staff must produce on request by an inspector to do so.

## 12 Written operating procedures

- (1) The person in charge of a pet shop must have in place written procedures for each of the subjects described in Table 1.
- (2) The person in charge of a pet shop must regularly review the written procedures to ensure that the written procedures continue to adequately address the subjects described in Table 1.
- (3) The person in charge of the pet shop must obtain advice from a veterinary practitioner:
  - (a) when developing the written procedures, and
  - (b) when amending the written procedures.
- (4) The person in charge of a pet shop must ensure the pet shop is managed in accordance with the written procedures.
- (5) The person in charge of a pet shop must ensure:

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- (a) staff are provided with the written procedures,
  - (b) staff acknowledge, in writing, that they have been provided with the written procedures.
- (5) A staff member must:
- (a) read the written procedures,
  - (b) sign a document stating they have read and understood the written procedures, and
  - (c) follow the written procedures.

**Table 1**                      **Written procedures for a pet shop**

| <i>Column 1</i><br>No   | <i>Column 2</i><br>Description of written procedure  |
|---|--|
| <b>1. Procedures relating to general management of animals</b>        |  |
| 1.1   | Procedure for the safe feeding and general care of animals, including young animals  |
| 1.2   | Procedure for providing a complete and balanced diet for animals, including young animals  |
| 1.3   | Procedure for cleaning and grooming animals  |
| 1.4   | Procedure for providing exercise, enrichment and socialisation to animals  |
| 1.5   | Procedure for the safe and humane handling of animals that pose a risk to the safety of other animals, including behavioural and disease risks   |
| 1.6   | Procedure for appropriate humane methods of capturing and transporting animals   |
| <b>2. Procedures relating to the health and well-being of animals</b> |  |
| 2.1   | Procedure for assessing when an animal needs veterinary treatment, including when showing signs of abnormal physical or psychological well-being |
| 2.2   | Procedure for the care of ill, injured or distressed animals   |
| 2.3   | Procedure for disease and parasite prevention and control  |
| <b>3. Procedures relating to the administration of the pet shop</b>   |  |
| 3.1   | Procedure for receiving animals into the pet shop including a procedure for the identification of individual animals                             |
| 3.2   | Procedure for managing an unusually large number of animals  |
| 3.3   | Procedure for dealing with staff shortages in both the short and long term   |

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| 3.4  | Procedure for placing dogs and cats in foster care   |
| 3.5  | Procedure for transfer of ownership of animals from the pet shop, including procedures for ensuring prospective buyers are matched to suitable animals, and for information to be provided to new owners about the care of animals being sold  |
| 3.6  | Procedure for record keeping, including procedures for recording: <ul style="list-style-type: none"> <li>(a) the details of individual animals specified in clause 8,</li> <li>(b) for each animal under veterinary treatment, details of:             <ul style="list-style-type: none"> <li>(i) medication regimes,</li> <li>(ii) administration of medications, and</li> <li>(iii) storage of medications.</li> </ul> </li> </ul> |
| <b>4. Procedures relating to maintenance of the pet shop</b>     |  |
| 4.1  | Procedure for responses to emergencies such as fire, flood, power failure, extreme climatic events, hazardous spills or leaks, including an evacuation plan for safe exit from the pet shop ( <i>Emergency management plan</i> )   |
| 4.2  | Procedure for implementing biosecurity measures, including management of disease outbreaks   |
| 4.3  | Procedure for the humane control of pests such as flies, mosquitoes and wild rodents   |
| 4.4  | Procedure for reporting any pet shop maintenance issues requiring attention  |
| 4.5  | Procedure for cleaning animal housing, yards and other facilities  |
| <b>5. Procedure where an isolation facility is at a pet shop</b> |  |
| 5.1  | Procedure for managing an isolation facility at a pet shop including biosecurity measures for the isolation facility   |

## Part 4 Animal housing standards

### Division 1 Construction and maintenance standards for animal housing

#### 13 Construction standards for animal housing

- (1) The person in charge of a pet shop must ensure that:
  - (a) housing is designed, constructed and maintained, so that:

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- (i) all solid surfaces are constructed of impervious, washable material and are free of cracks or crevices,
  - (ii) walls and doorways prevent the protrusion of limbs of animals through to the outside of, or between housing,
  - (iii) wall and floor junctions are impervious or curved to facilitate cleaning and disinfection,
  - (iv) flooring surfaces are solid, impervious and non-slip,
  - (v) liquids or faeces can be rapidly removed from housing with minimal risk of contaminating the coat of the animal or other housing,
  - (vi) animals can easily access food and water,
  - (vii) animals can be easily inspected by staff,
  - (viii) the risk of injury or transmission of disease to an animal is minimised,
  - (ix) animals are unable to escape or cause injury to other animals,
  - (x) animals are protected from distress or injury caused by interference by people, and
  - (xi) unauthorised people are unable to access animals unless under supervision by a staff member, and
- (b) housing has a roof and is partially enclosed so as to protect the animal using the housing from rain, wind, direct sunlight or other adverse weather conditions.
- (2) The person in charge of the pet shop must ensure that all animal display facilities are within the confines of the pet shop, and in a place where the animals can be supervised by a staff member.
- (3) Where a pet shop houses mixed species, the person in charge of the pet shop must ensure housing for each species is a sufficient distance or otherwise isolated from different species to minimise the stress created by the sound, sight or smell of other species.
- (4) The person in charge of the pet shop must ensure that the pet shop has a continuous water supply, adequate to meet the daily requirements of the animals held.

## 14 Lighting of housing

The person in charge of a pet shop must ensure that:

- (a) housing is lit, either from artificial or natural sources, and that the lighting mimics the prevailing natural light cycles,



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- (b) the light in animal housing enables a thorough inspection and observation of the animals housed, and
- (c) the animals housed are protected from excessive external light.

## 15 Ventilation of animal housing

- (1) The person in charge of a pet shop must ensure that ventilation in housing:
  - (a) maintains the health of the animals, and
  - (b) minimises the accumulation of noxious gases, odours, moisture condensation and draughts that may have an adverse impact on the animals.
- (2) Where a mechanical air ventilation device is used in housing, the person in charge of a pet shop must ensure that the air ventilation device has:
  - (a) an air exchange rate which is sufficient to distribute fresh air evenly throughout the housing, and
  - (b) a back-up system, in the event that the ventilation device ceases to operate.

## 16 Temperature of animal housing

- (1) The person in charge of a pet shop must ensure that the temperature and humidity of housing is managed:
  - (a) so as to minimise stress and distress to the animal housed,
  - (b) to prevent death or morbidity of animals, and
  - (c) so that housing provides an acceptable temperature gradient for the species being cared for.
- (2) The temperature of any room in which the housing is located must not exceed 30 degrees Celsius and must not fall below 15 degrees Celsius.
- (3) Very young and ectothermic animals which are more sensitive than others to changes in temperature, must be provided with additional heating and cooling if required.

## 17 Minimum housing requirements for animals

- (1) The person in charge of a pet shop must ensure that housing:
  - (a) provides sufficient space to allow animals:

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- (i) to walk, fly or swim around freely without obstruction, and
  - (ii) to sleep and eat away from areas where they urinate and defecate,
- (b) allows animals to make normal postural adjustments and assume a comfortable position when resting and when eating, drinking, sitting, urinating, and defecating, and
- (c) complies with the minimum cage sizes set out in Table 2, 3 and 4 below.
- (2) The minimum requirements set out in Table 2 and 3 do not remove the requirement that animals are provided with sufficient space to rest, stand, stretch, swim, fly or move freely, as appropriate to the species.

**Table 2 Minimum sizes for dog, cat, rabbit, guinea pig rat and mice housing**

| Species                              | Min floor area (m <sup>2</sup> ) | Min Width (cm) | Min Height (cm) | Max # of animals | Increased area for each additional animal (m <sup>2</sup> ) |
|--------------------------------------|----------------------------------|----------------|-----------------|------------------|---|
| Puppies (8 – 16 weeks) Less than 3kg | 0.6                              | 60             | 50              | 4                | 0.15  |
| Puppies (8 -16 weeks) Over 3kg       | 0.6                              | 60             | 50              | 2                | 0.3   |
| 1 dog <40cm height at shoulder       | 1.5                              | 90             | 180             | 1                | -   |
| 1 dog, 40-60cm height at shoulder    | 2.4                              | 90             | 180             | 1                | -   |
| 1 dog, >60cm height at shoulder      | 3.5                              | 90             | 180             | 1                | -   |
| Kittens (8- 12 weeks)                | 0.6                              | 60             | 50              | 4                | 0.15  |
| 1 cat                                | 0.6                              | 60             | 50              | 1                | -   |
| Young rabbits (6 – 12 weeks)         | 0.6                              | 60             | 50              | 6                | 0.03  |
| Adult rabbits                        | 0.6                              | 60             | 50              | 2                | 0.06  |
| Guinea pigs                          | 0.25                             | 50             | 40              | 4                | 0.06  |
| Young mice                           | 0.6                              | 20             | 20              | 10               | 0.03  |
| Adult mice                           | 0.6                              | 20             | 20              | 5                | 0.03  |
| Young rats                           | 0.20                             | 50             | 22              | 12               | 0.02  |
| Adult rats                           | 0.15                             | 50             | 22              | 5                | 0.03  |

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\* 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.

**Table 3 Minimum sizes for bird housing**

| <b>Approx. length*<br/>of bird</b>  | <b>Min<br/>floor<br/>area<br/>(cm<sup>2</sup>)</b> | <b>Min Height<br/>(cm)</b> | <b># of<br/>birds</b> | <b>Increased area for each<br/>additional bird (cm<sup>2</sup>)</b> |
|---|--|----------------------------|-----------------------|---|
| 100mm (10cm)  | 900  | 30                         | 6                     | 150   |
| <i>Zebra finches, Cubans, Double-bars, Orange-breasted waxbills, Fife canaries</i>  |  |                            |                       |   |
| 200mm (20cm)  | 1600   | 40                         | 10                    | 200   |
| <i>Neophemas, Budgerigars, Yorkshire canaries, Varied lorikeets, Musk lorikeets</i> |  |                            |                       |   |
| 300mm (30cm)  | 6000   | 100                        | 10                    | 600   |
| <i>Rosellas, Cockatiels, Rainbow lorikeets, Bronzewing pigeons</i>                  |  |                            |                       |   |
| 400mm (40cm)  | 6000   | 100                        | 4                     | 1500  |
| <i>King Parrots, Princess and Superb, Ringneck parakeets, Galahs and Corellas</i>   |  |                            |                       |   |
| 500mm (50cm)  | 6000   | 100                        | 3                     | 2000  |
| <i>Sulphur-crested cockatoos</i>  |  |                            |                       |   |

\* Length of bird is measured from the birds head to the end of its tail feathers.

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**Table 4 Minimum sizes for reptile housing**

| Species                                      | Min floor area (m <sup>2</sup> ) | Min width (cm) | Min Height (cm)      | Max # of animals         | Increased area for each additional animal (m <sup>2</sup> ) |
|--|----------------------------------|----------------|----------------------|--------------------------|---|
| <b>Snakes</b>                                |                                  |                |                      |                          |   |
| Up to 100cm                                  | 0.20                             | 45             | 35                   | 2                        | 0.10  |
| 100-250cm                                    | 0.45                             | 50             | 50                   | 2                        | -   |
| 250-400cm                                    | 0.60                             | 50             | 50                   | 2                        | -   |
| <b>Lizards</b>                               |                                  |                |                      |                          |   |
| <i>Geckos</i> (to 25cm snout to vent length) | 0.18                             | 30             | 20                   | 3 adults or 10 juveniles | 0.03  |
| <i>Skinks and dragons</i>                    |                                  |                |                      |                          |   |
| to 30cm total length                         | 0.21                             | 40             | 40                   | 3 adults or 10 juveniles | 0.035   |
| to 50cm total length                         | 0.40                             | 45             | 40                   | 2 adults or 5 juveniles  | 0.06  |
| to 90cm total length                         | 0.70                             | 90             | 60                   | 1                        | 0.35  |
| <b>Turtles</b>                               |                                  |                |                      |                          |   |
|  |                                  |                | Min water depth (cm) |                          |   |
| 0-10cm carapace length                       | 0.18                             | 30             | 20                   | 3                        | 0.03  |
| 10-20cm carapace length                      | 0.36                             | 40             | 30                   | 3                        | 0.06  |
| Over 20cm carapace length                    | 0.60                             | 40             | 30                   | 3                        | 0.15  |

## 18 Animal treatment room

- (1) The person in charge of a pet shop must ensure that a treatment room is available for the provision of first aid and the treatment of sick or injured animals:
  - (a) at the pet shop, away from public view, or
  - (b) at a veterinary hospital with which the pet shop has an arrangement to take sick or injured animals.
- (2) A treatment room may also be used for the humane destruction of animals, so long as the provisions of clause 47 are met.

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- (3) The person in charge of a pet shop must ensure that a treatment room located at the pet shop:
  - (a) is regularly cleaned and disinfected,
  - (b) is temperature controlled,
  - (c) has power and running water,
  - (d) has covered floor and wall junctions, and
  - (e) has appropriately sized cages.
- (4) The person in charge of a pet shop must ensure that animals undergoing treatment and housed in the treatment room are inspected at a frequency that ensures adequate care.

## 19 Isolation facilities

- (1) The person in charge of a pet shop must ensure that an isolation facility is available to take animals from the pet shop suspected of having an infectious disease:
  - (a) at the pet shop, away from public view, or
  - (b) at a veterinary hospital with which the pet shop has an arrangement to take animals suspected of having an infectious disease.
- (2) An isolation facility at the pet shop must be a sufficient distance or otherwise isolated from other housing to minimise the risk of spreading disease and stress caused by the sound, sight or smell of other animals.
- (3) Isolation housing must provide adequate space for animals to be comfortable.
- (4) Animals housed in an isolation facility must be inspected at a frequency that ensures adequate care.

## Division 2 Management of animal housing

### 20 Animals in group housing

Staff must ensure that animals housed in groups are compatible.

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## 21 Special animal housing requirements

- (1) The person in charge of the pet shop must ensure that the following animals are housed individually in a quiet, warm and dry area that is separated from other animals:
  - (a) an animal about to give birth,
  - (b) an animal with dependent young,
  - (c) an animal that is aggressive or that has other behavioural needs, and
  - (d) a sick or injured animal.
- (2) The person in charge of the pet shop must ensure different species are not housed in the same housing, except for compatible species of birds, compatible species of fish, or compatible rabbits and guinea pigs.
- (3) If compatible species of birds, rabbits or guinea pigs are housed in the same housing, the minimum cage size that applies must be the minimum requirements for the larger species.
- (4) The person in charge of the pet shop must ensure that animals are not distressed by the presence of other animals.
- (5) If an animal may be distressed by the presence of other animals, that animal must be separated from other animals to prevent visual contact and to minimise or reduce olfactory contact with other animals.

## 22 Sleeping area requirements

The person in charge of a pet shop must ensure that:

- (a) each individual housing has a designated quiet, dark and well ventilated sleeping area, which is clean and dry,
- (b) all sleeping areas for animals have clean, hygienic and dry bedding:
  - (i) appropriate to the species and breed,
  - (ii) sufficient for and equal to the number of animals housed (unless litters of puppies or kittens), and
  - (iii) sufficient to insulate the animal from the floor, and
- (c) cats are provided with a suitable box in which to hide or sleep.

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## Division 3 Security of animal housing

### 23 Design of animal housing for security purposes

- (1) The proprietor of the pet shop must ensure the pet shop is able to be secured to prevent access to the pet shop by unauthorised people.
- (2) The person in charge of the pet shop must ensure all animal housing (except fish tanks containing fish) are securely fastened at any time staff are not present at the pet shop.
- (3) The proprietor of a pet shop must ensure that housing is designed to:
  - (a) prevent access by the public unless under the supervision of staff, and
  - (b) prevent escape and theft of the animals in that housing.
- (6) The proprietor of the pet shop must ensure all housing (except fish tanks) is fitted with a secure closing device that cannot be opened by the animals housed.
- (7) Any security devices must allow for ready access to animals and ready exit for staff and animals from the pet shop in the event of an emergency.

### 24 Emergency management

- (1) The person in charge of a pet shop must ensure that staff are trained and practised in all matters in the emergency management plan, including the use of firefighting equipment in the pet shop.
- (2) The person in charge of a pet shop must ensure that functioning firefighting equipment is available for use in the pet shop.,

## Part 5 Management of care of animals

### 25 General standards for the care of animals

- (1) The person in charge of a pet shop must ensure that all staff can identify individual animals.
- (2) Staff must ensure that any animal that is exhibiting symptoms of stress is removed from public view or access and monitored.

**Note:** Causes of animal stress include excessive viewing or handling.

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- (3) The person in charge of the pet shop must ensure that long haired animals are properly groomed and that the animals' coats are not dirty, matted, tangled or unkempt.
- (4) The person in charge of the pet shop must ensure that all animals are provided with daily environmental enrichment.
- (5) Environmental enrichment:
  - (a) must use stimuli that recognise the physiological status and special needs of differing ages and species,
  - (b) must aim to facilitate good psychological health, and
  - (c) may include stimuli set out in Appendix 1.
- (6) Environmental enrichment activities:
  - (a) must be rotated regularly,
  - (b) must not be limited to periods of exercise, and
  - (c) may use activities such as those listed in Appendix 2.
- (7) The person in charge of the pet shop must ensure that dogs and cats receive daily socialisation including direct handling or group exercise as listed in Appendix 1.
- (8) The person in charge of the pet shop must ensure that every dog or cat, puppy or kitten receives at least 5 minutes of direct handling daily from one week of age.
- (9) The person in charge of a pet shop must ensure socialisation of mixed litters or species is supervised and only undertaken with compatible animals of appropriate age, temperament and vaccination status.
- (10) The person in charge of the pet shop must ensure procedures are in place to ensure that all animals receive the appropriate level of daily attention and inspection, feed and exercise on days that the pet shop is not open for visitation by members of the public.
- (11) The person in charge of the pet shop must ensure animals that are unable to feed themselves are kept only where adequate facilities and expertise are available for artificial rearing.

### 26 Food and water requirements

- (1) Staff must ensure that clean and fresh water is available to animals at all times.
- (2) The person in charge of a pet shop must ensure that each day, animals are provided with a balanced and complete diet.



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- (3) A balanced and complete diet is one, which allows the animal to maintain good health and growth, and recognises the physiological status and special needs of differing ages and species.
- (4) Cats must not be fed a purely vegetarian diet.
- (5) Staff must offer food to dogs and cats that are less than four months of age a minimum of three times a day.
- (6) Staff must offer food to dogs and cats that are more than four months of age a minimum of two times a day.
- (7) Staff must supervise animals that are co-housed during feeding to ensure that each animal is eating their own share.
- (8) Staff must remove, and promptly dispose of, any uneaten, spoiled or stale food or water.
- (9) Staff must remove and clean food and water containers:
  - (a) immediately, if the container becomes contaminated with a substance that may be harmful to the animal, or
  - (b) otherwise, on a daily basis.
- (10) The person in charge of a pet shop must ensure that:
  - (a) food is prepared in an area that is clean and hygienic, and
  - (b) food is stored in such a way as to prevent its deterioration or contamination.
- (11) The person in charge of a pet shop must ensure food and water containers are:
  - (a) made from material that is non-toxic to the animal,
  - (b) designed to allow the animal easy access to its food, and
  - (c) readily accessible to the animal, and positioned to avoid spillage or contamination by urine or faeces.
- (12) The person in charge of the pet shop must ensure sick animals are fed in accordance with veterinary advice.

## **27 Cleanliness and hygiene requirements**

- (1) The person in charge of the pet shop must ensure staff clean and disinfect dog and cat housing at least once daily, with hospital-grade disinfectant, to minimise the risk of transmission of infectious disease.
- (2) To minimise the risk of transmission of infectious disease, all other housing (except aquariums) must:
  - (a) have its substrate cleaned daily, and
  - (b) be cleaned and disinfected once weekly with hospital-grade disinfectant.

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- (3) Staff must promptly and hygienically dispose of all faeces, bedding, used or uncontaminated litter and all uneaten food removed from cat or dog housing in accordance with the requirements of the law.
- (4) During cleaning, staff must:
  - (a) remove, or otherwise separate, all animals from the area being cleaned to protect the animals from becoming wet, and
  - (b) ensure the safe and humane handling of animals that pose a risk to the safety of other animals.
- (5) Staff must not allow animals to remain in contact with wet floors.
- (6) Staff must clean and disinfect housing, bedding, food and water containers and litter trays before a new animal is introduced to them.
- (7) Staff must minimise the risk of transferring disease from one animal to another by thoroughly washing and sanitising their hands between handling animals.
- (8) The person in charge of a pet shop must ensure that cleaning and disinfection chemicals and materials used in the pet shop are:
  - (a) non-toxic to animals,
  - (b) chosen on the basis of their suitability, safety and effectiveness,
  - (c) used in accordance with the manufacturers' instructions, and
  - (d) removed or rinsed away prior to an animal being returned to the cage.
- (9) The person in charge of the pet shop must ensure staff clean collection drains in a pet shop daily.
- (10) The person in charge of a pet shop must ensure staff clean and disinfect food preparation and storage areas in the pet shop and utensils and equipment used in the preparation and provision of food daily.
- (11) Staff must inspect litter trays daily and remove any solid waste immediately.
- (12) Staff must change, wash and disinfect litter trays:
  - (a) immediately, if the litter trays become saturated with urine or covered in faeces, and
  - (b) otherwise, at least once daily.
- (13) If members of the public are allowed to touch any animals, staff must not allow a person to touch an animal if there will be an unacceptable risk of harm to the animal because the person:
  - (a) has handled any other animals that day, or
  - (b) has any animals at home whose vaccinations are not current.

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- (14) The person in charge of the pet shop must ensure that hand-cleaning facilities are readily available at the pet shop and that members of the public thoroughly wash their hands before and after touching any animals.

## 28 Requirements when transporting animals

- (1) The person in charge of a pet shop must ensure animals are in good health and assessed as fit for any intended journey.
- (2) The person in charge of a pet shop may transport an animal assessed to be not fit for an intended journey:
- (a) under veterinary advice, or
  - (b) to a veterinary practitioner for treatment.
- (3) During the transportation of animals to or from a pet shop, the person in charge in relation to the animals must:
- (a) prevent injury, harm or distress, by ensuring species that may be distressed by the presence of another species are visually and physically separated, and incompatible animals of the same species are separated,
  - (b) monitor the condition of the animals and take any necessary action to protect them from injury, harm or distress, and
  - (c) every two hours, provide all dogs and cats with an opportunity to drink water, eat, stretch, urinate and defecate.
- (4) The person in charge of a pet shop must ensure that containers used for transporting animals:
- (a) are of a size that enables animals to lie down flat, turn around, stand erect and stretch with adequate clearance, and
  - (b) are made of robust material, are escape-proof and sufficiently able to be secured.
- (5) The person in charge of a pet shops must ensure that containers and vehicles used regularly for the purpose of transporting animals to or from the pet shop:
- (a) have adequate ventilation, shade, and temperature control sufficient to avoid harm and distress,
  - (b) are designed to protect animals from injury through being free from protrusions or sharp edges in the carrying area,
  - (c) are designed to protect animals from injury by having non-slop floors,
  - (d) protect against unauthorised release or escape of animals,

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- (e) provide sufficient light to enable an animal to be inspected during the journey, and
  - (f) are thoroughly cleaned and disinfected after use to minimise the risk of the transmission of infectious disease between consignments of animals.
- (6) The person in charge in relation to the animals must ensure animals are not transported in the boot of a car or left unattended inside a vehicle.
- (7) The minimum exercise requirement of these standards applies to transported dogs.

## Part 6 Health standards for animals

### 29 Monitoring health status of animals

- (1) When an animal arrives at a pet shop, the person in charge of the pet shop must ensure that staff physically examine the animal to assess the physical and psychological health status of the animal.
- (2) The person in charge of the pet shop must ensure that staff:
- (a) physically inspect all animals at least twice daily to monitor the health and well-being of the animals in accordance with the written procedure on health assessment, and
  - (b) inspect new, sick or young animals more frequently, and
  - (c) record in the Animal Directory:
    - (i) all adverse observations (except in the case of cryptic and nocturnal animals) where an animal is showing any obvious signs of injury, illness or distress, or
    - (ii) if an animal is not:
      - A. eating,
      - B. drinking (in the case of kittens and puppies drinking milk),
      - C. defecating,
      - D. urinating,
      - E. behaving normally, including behavioural changes that may signify a deterioration in the physiological health status of an animal as determined by using the written procedure on health assessment ,
      - F. able to move about freely,

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- G. displaying a normal covering of fur, plumage, scales or skin.
- (3) Staff must promptly report to the person in charge of the pet shop any changes in physical or psychological health status.
- (4) The person in charge of the pet shop must ensure that newly acquired animals are not mixed with existing stock:
  - (a) for 48 hours after the time the newly acquired animal arrives at the pet shop, and
  - (b) after 48 hours, only once the person in charge of the pet shop has assessed that it is safe for the newly acquired stock to mix with existing stock.

## 30 Arrangements with veterinary practitioner

- (1) The person in charge of a pet shop must ensure that:
  - (a) arrangements are in place between the pet shop and a veterinary practitioner for the veterinary practitioner to provide veterinary treatment and to provide advice on the care and welfare of animals and on disease and parasite prevention measures, and
  - (b) staff act upon all advice provided by the veterinary practitioner.
- (2) Veterinary services must be available at all times.
- (3) The contact details for the veterinary practitioner must be posted in a location which enables staff and visitors to the pet shop to see them.

## 31 Veterinary treatment of animals

- (1) Staff must ensure that first aid and veterinary treatment is promptly provided to an animal which appears to have a physical or psychological medical condition, including but not limited to any of the following signs or symptoms:
  - (a) runny nose,
  - (b) runny, discharging or inflamed eyes,
  - (c) repeated sneezing,
  - (d) coughing,
  - (e) vomiting,
  - (f) severe diarrhoea, especially if bloodstained,
  - (g) lameness,

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- (h) bleeding or swelling of body parts (other than the vulva of a female on heat),
  - (i) difficulty or inability to stand, walk, urinate or defecate,
  - (j) loss of appetite,
  - (k) weight loss, particularly if severe or sudden,
  - (l) apparent pain,
  - (m) fits, staggering or convulsions,
  - (n) patchy hair loss,
  - (o) bloating of the abdomen,
  - (p) red or brown coloured urine,
  - (q) depression,
  - (r) fever,
  - (s) presence of external parasites,
  - (t) uncharacteristic aggression towards humans or other animals, avoidance of contact with humans or other animals, freezing or hiding behaviours,
  - (u) uncharacteristic persistent vocalisation, pacing or circling,
  - (v) any other serious physical or behavioural abnormality,
  - (w) if the animal is a bird:
    - A. changes in appearance, or posture,
    - B. discharge from beak,
    - C. excessive loss of feathers,
    - D. overgrown beak or nails,
    - E. lameness or soreness on feet,
    - F. stains or scabs around feet, eyes or nostrils.
- (2) When assessing whether an animal requires first aid or veterinary treatment, staff must follow the relevant written procedures.
- (3) The person in charge of the pet shop must obtain veterinary advice in the event of unexplained deaths.

## 32 Vaccination

The person in charge of the pet shop must ensure:

- (a) dogs are vaccinated against distemper, hepatitis, parvovirus, and canine cough in accordance with the manufacturer's recommendations, unless a

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veterinary practitioner gives written approval for the dog to not be vaccinated.

- (b) cats are to be vaccinated against feline infectious enteritis and feline respiratory disease in accordance with the manufacturer's recommendations, unless a veterinary practitioner gives written approval for the cat to not be vaccinated.
- (c) kittens and puppies are vaccinated against common infectious diseases in accordance with best practice clinical guidelines, and in consultation with a veterinary practitioner.
- (d) newly acquired dogs and cats are not mixed with existing stock for a minimum of 48 hours.

## **33 Control of parasites**

The person in charge of the pet shop must ensure staff provide routine and preventative treatments to animals to control internal and external parasites in accordance with manufacturers' instructions and the relevant written procedure.

## **34 Isolation of infectious animals**

The person in charge of a pet shop must ensure animals which are known by staff to be, or are suspected to be, suffering from an infectious disease are isolated from other animals unless a veterinary practitioner provides a written advice that it is appropriate to house those animals with other animals.

## **Part 7 Transfer of ownership**

### **35 Requirements for animals to be sold**

- (1) The person in charge of a pet shop must not allow a dog or a cat to be sold unless:
  - (a) the dog or cat has been microchipped and ownership details entered on the Register of Companion Animals,
  - (b) the dog or cat has received at least one veterinary practitioner examination,
  - (c) the dog or cat has been vaccinated in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner, and
  - (d) the dog or cat has been treated to remove internal and external parasites.

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- (2) The person in charge of a pet shop must not allow an animal to be sold to a person who is less than 18 years of age.
- (3) The person in charge of a pet shop must ensure that no animal suspected of being sick, injured or physically or psychologically diseased is sold, unless a veterinary practitioner gives their written consent to the sale.
- (4) The person in charge of the pet shop must ensure that an animal is not sold unless the animal is able to independently sustain itself, if suitable food and water is provided at the appropriate times.
- (5) The person in charge of the pet shop must not sell:
  - (a) a dog that is less than 8 weeks of age,
  - (b) a cat that is less than 8 weeks of age,
  - (c) a rabbit that is less than 6 weeks of age,
  - (d) a guinea pig that is less than 4 weeks of age,
  - (e) mice or rats that are less than 4 weeks of age,
  - (f) a bird until it is self-sufficient, or
  - (g) a reptile until it accepts food readily.
- (6) The person in charge of a pet shop must ensure that all animals are suitably contained or restrained before leaving the pet shop with the new owner.
- (7) For the purposes of this clause, an animal is suitably contained or restrained, if the container or animal restraint protects the animal from injury, other animals, extreme temperatures and excessive stress.

### 36 Guarantee and returns

- (1) In this clause, the *guarantee* means the assurance given by the proprietor of the pet shop that if within three days of the date of delivery of an animal to the purchaser (except a fish) is not acceptable to the purchaser for any reason, the proprietor of the pet shop will take the animal back and refund 50% of the purchase price of the animal.
- (2) The person in charge of the pet shop must:
  - (a) display the guarantee in a prominent position of the wall of the pet shop,
  - (b) if the pet shop advertises and sells the animal using any type of electronic communication, include the guarantee in the advertisement, and
  - (c) provide a written copy of the guarantee to the purchaser at the point of sale.



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- (3) If within six months of the date of sale an animal dies or is euthanased as a result of a physical defect or disease that is traceable to the point of sale and is verified by a veterinary practitioner, the proprietor of the pet shop must refund the purchase price or offer a replacement animal with the same guarantee.

## **37 Consideration of conditions at proposed new home**

- (1) The person in charge of a pet shop must implement policies to ensure that prospective buyers are matched to suitable animals, in accordance with the relevant written procedure.
- (2) The policies must require staff to:
  - (a) consider the number of animals already owned by the prospective owner so as to avoid hoarding of animals,
  - (b) be satisfied that the animal is physically and psychologically well, and
  - (c) be satisfied that it is within the capacity of the prospective owner to care for the animal.

## **38 Information and advice to new owners**

- (1) At the time of sale of an animal, the person in charge of the pet shop must ensure staff offer the new owner accurate written information about the care of the animal, at no charge in accordance with the relevant written procedure.
- (2) Information required to be provided to new owners includes, but is not limited to:
  - (a) general care requirements of the species, including appropriate diet and feeding regimes,
  - (b) usual life span of breeds or species,
  - (c) minimum requirements for humane shelter and accommodation,
  - (d) minimum requirements for the security of the animal,
  - (e) minimum requirements for social contact with humans and other animals of the same species,
  - (f) minimum requirements for disease and parasite control/prevention,
  - (g) how to identify and appropriately manage common physical and psychological diseases,

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- (h) procedures for seeking emergency treatment for the animal, and the value of establishing a relationship with a veterinary practitioner, or animal behaviourist or other experienced persons,
  - (i) the estimated costs associated with providing food and shelter for the animal,
  - (j) routine veterinary treatment which may be required for the animal, for example vaccination or parasite control,  
**Note:** Routine veterinary treatment includes vaccination and parasite control.
  - (k) maximum time an animal can be left unattended,
  - (l) the expected behaviours of the species or breed,  
**Note:** Expected behaviours for a species or breed may include digging or scratching.
  - (m) information about the legal requirements for pet ownership, and the penalties for non-compliance,
  - (n) the need for ongoing vaccinations,
  - (o) the desirability and advantages of desexing animals,
  - (p) minimum requirements for exercise,
  - (q) costs associated with registering a dog or cat,
  - (r) other information which is reasonable that the purchaser must be made aware of.
- (3) The person in charge of the pet shop must ensure all dogs and cats that are sold are accompanied with a vaccination certificate detailing the dog or cat's vaccination history, and any other preventative and veterinary treatments provided.

## Part 8 Special requirements on the care of animals

### 39 Special requirements for dogs and cats

- (1) The person in charge of a pet shop must ensure:
  - (a) dogs and cats are not be put on display, physically offered for sale or sold until they are 8 weeks of age,
  - (b) dogs and puppies are not be sold unless microchipped and vaccinated against distemper, hepatitis, parvovirus, and canine cough in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner, and

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- (c) cats and kittens are not be sold unless microchipped and 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.
- (2) The person in charge of the pet shop must ensure:
  - (a) floors of animal housing for dogs and cats are lined with absorbent disposable material that can readily be removed and replaced, and
  - (b) each confined cat is provided with a litter tray which is at least 1.2 times the length of the cat, and which contains a sufficient depth of material such as commercial cat litter, sawdust, shavings, sand or shredded paper to ensure absorption of waste
- (3) The person in charge of the pet shop must ensure:
  - (a) staff allow dogs to exercise for at least 20 minutes daily, whether on or off lead, except under the written advice of a veterinary practitioner,
  - (b) if a dog is allowed to exercise off lead, the dog is placed in an exercise enclosure,
  - (c) no more than 4 compatible dogs are given access to an exercise enclosure at the same time,
  - (d) any yard for group exercise is supervised, and care must be taken to avoid mixing of incompatible dogs, fighting and the transmission of infectious disease, and
  - (e) dogs are not be exercised in any way which may pose the risk of injury.

### **40 Special requirements for rabbits, rats, mice and guinea pigs**

The person in charge of the pet shop must ensure:

- (a) rabbits and guinea pigs are provided with plentiful grass hay daily,
- (b) nest boxes must be provided for breeding females,
- (c) wooden gnawing blocks must be provided,
- (d) suitable non-toxic bedding is provided and discarded daily,
- (e) rabbits, guinea-pigs, rats and mice are given a suitable refuge in which to hide or sleep, and
- (f) the tip of any nipple drinker for drinking water does not come into contact with bedding or food.

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## 41 Special requirements for fish

The person in charge of a pet shop must ensure:

- (a) water is changed with sufficient frequency to maintain good water quality in relation to population density,
- (b) fish showing signs of illness are attended to immediately, and where necessary, separated from other fish to prevent the spread of disease or molestation by other fish,
- (c) measures are in place to prevent the escape of fish,
- (d) filtration equipment is adequate for the species and population densities in each tank and be effective at all times,
- (e) heaters are adequate for the species and population densities in each tank and be effective at all times,
- (f) fish nets are:
  - (i) used in one tank only to prevent the spread of any disease between tanks, and
  - (ii) stored in disinfectant that is changed weekly,
- (g) water chemistry meets the minimum requirements provided in Table 4 of these Standards, and
- (h) fish are protected from environmental extremes.

**Table 4 Water chemistry standards**

|  | <b>Cold Water Fish</b> | <b>Tropical Fish</b> | <b>Tropical Marine Species</b> |
|--|------------------------|----------------------|--------------------------------|
| Minimum dissolved oxygen mg/L                  | 6                      | 6                    | 5.5                            |
| Maximum free ammonia mg/L                      | 0.02                   | 0.02                 | 0.01                           |
| Maximum nitrite mg/L                           | 0.2                    | 0.2                  | 0.125                          |
| Maximum nitrate mg/L (above ambient tap water) | 50                     | 50                   | 40                             |
| Minimum pH                                     | -                      | -                    | 8.1                            |

## 42 Special requirements for birds

- (1) The person in charge of a pet shop must ensure:
  - (a) birds showing signs of illness are attended to immediately and separated from other birds to prevent spread of disease or molestation by other birds,
  - (b) birds are caught by the least stressful method and subjected to minimal handling,

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- (c) only staff that have a specialised knowledge handle birds,
  - (d) hand-reared birds are fully feathered and self-sufficient before sale,
  - (e) sufficient perches, roosting areas and feed and water stations are provided to meet the needs of all birds in a cage or aviary,
  - (f) perches are of a diameter, construction and material appropriate to the species held, and are placed to prevent contamination of food and water containers,
  - (g) perches are positioned to ensure that birds' tails are not in contact with the cage substrate, and to provide easy access to food and water,
  - (h) except where it is a recognised species requirement, birds are fed out of suitable containers and not directly off the floor,
  - (i) in addition to dry feed, fresh fruit, greens, nectar or seeding grasses are supplied as appropriate to the species to provide variety and nutrient supplementation,
  - (j) environmental enrichment is provided, and
    - Note:** Environmental enrichment may include the provision of cuttlefish, toys, or other enrichment devices.
  - (k) bird housing is protected from environmental extremes.
    - Note:** Pinioning of wings is an act of cruelty. The clipping of wing feathers is acceptable when undertaken under the guidance of a veterinarian or an experienced bird-keeper.
- (2) The person in charge of the pet shop must provide a heated hospital cage for the isolation and treatment of sick or injured birds, away from public view.

### 43 Special requirements for reptiles

The person in charge of the pet shop must ensure:

- (a) a reptile's housing is safe for it to occupy and includes protections from hazards such as trapping, crushing, burning, electrocution and drowning,
- (b) reptile housing is totally enclosed except for one viewing panel, and includes cage furniture that allows total concealment of the reptile,
- (c) each reptile of a basking species that is held indoors is provided with a 'basking' site upon which a radiant heat source is directed for appropriate periods of time and at an appropriate intensity to facilitate basking behaviour,
- (d) ultra violet light is provided to diurnal reptile species that require it for normal functioning,

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- (e) housing for a reptile of a species that sloughs its skin includes suitable abrasive materials to assist it to slough,
- (f) a sufficient number of climbing structures such as branches, ledges or boxes are provided to allow arboreal species to express natural climbing and basking behaviour,
- (g) a visual barrier is provided for reptiles that display nervous or timid dispositions, that:
  - (i) allows the reptile to block its view of spectators and visitors, and
  - (ii) is not located at the low end of the housing's temperature range,
- (h) each reptile is provided with an appropriate temperature gradient to allow normal physiological functioning and behaviour,
- (i) the reptile cannot contact a heat source that is hot enough to burn it,
- (j) temperature readings are taken regularly from locations where each reptile spends substantial amounts of time,
- (k) aquatic and semi-aquatic species are provided with access to an appropriate aquatic environment in which appropriate temperature ranges are maintained,
- (l) aquatic and terrestrial aspects of housing has an appropriate substrate or housing bottom to avoid excessive abrasion of shells and skin.
- (m) materials that swell when they are swallowed are not used as a substrate,
- (n) food for omnivorous lizards and turtles is varied and periodically enriched with vitamins and calcium phosphate,
- (o) for omnivorous lizards and turtles, all reasonable steps are taken to avoid vitamin and mineral overdosing and to ensure correct dietary calcium-phosphorous ratios, and
- (p) reptiles are not fed immediately prior or during transport to reduce the risk of regurgitation.

## Part 9 Humane destruction

### 44 Separate area required for humane destruction

Staff must ensure that the humane destruction of an animal is carried out in an area that is separated from housing and is not carried out in view of any other animals.

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## **45 Method of humane destruction**

The person in charge of a pet shop must ensure that the humane destruction of an animal is carried out by the intravenous administration of an overdose of pentobarbitone sodium unless there are compelling reasons to use another method to humanely destroy the animal.

## **46 Who may perform humane destruction**

- (1) The person in charge of a pet shop must ensure that the humane destruction of an animal is only carried out by a veterinary practitioner, except in emergency situations.
- (2) In emergency situations, if the veterinary practitioner cannot attend the facility, the animal may be humanely destroyed under the direction of the veterinary practitioner.
- (3) The person who humanely destroys an animal must make a record of the date, species, animal identification, the method used to humanely destroy the animal, and reasons for humane destruction, in the Animal Directory.

## **47 Humane destruction recommended by veterinary practitioner**

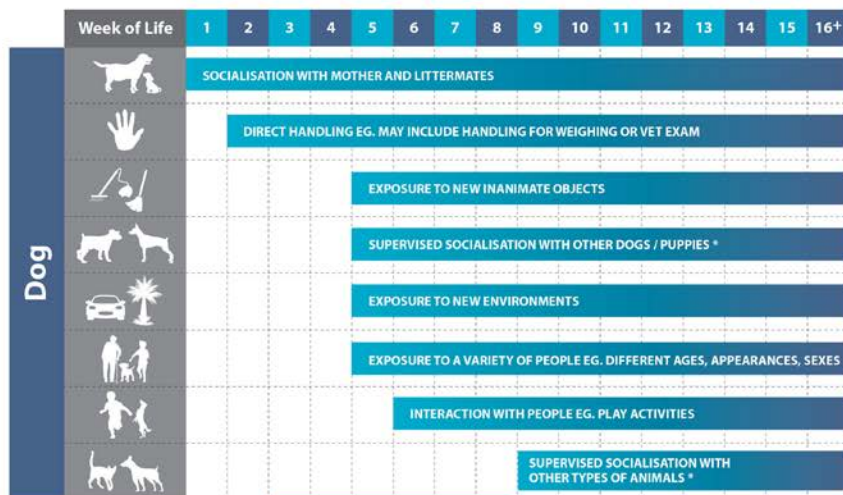
The person in charge of a pet shop must ensure that an animal is humanely destroyed if:

- (a) treatment to restore the physical and psychological health of an animal while in the pet shop is impractical or has been unsuccessful, and
- (b) a veterinary practitioner has recommended that the animal be destroyed.

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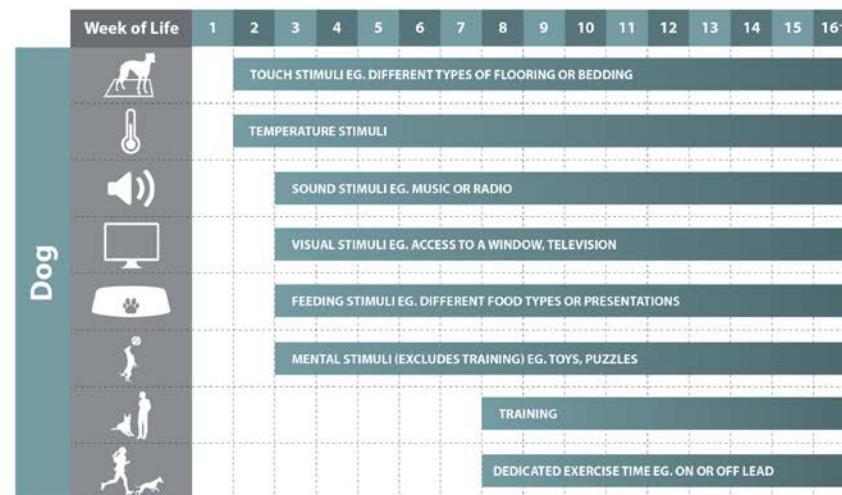
## Appendix 1 Socialisation and enrichment for dogs and cats

### Socialisation



Critical Period

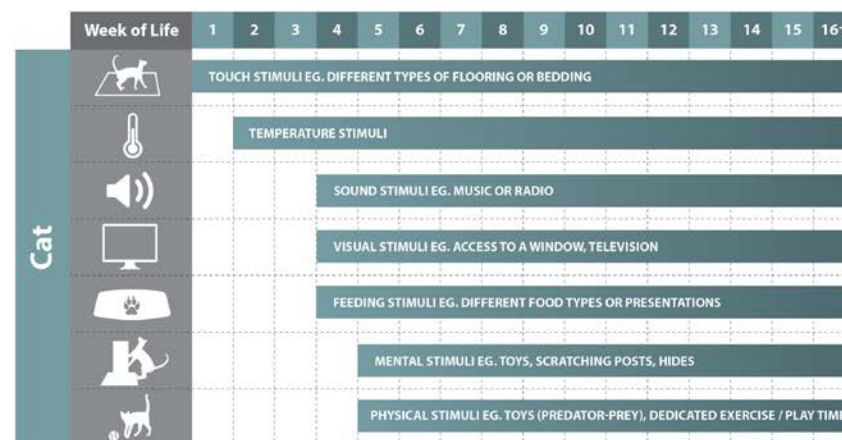
### Enrichment



All enrichment types on a rotating basis



Critical Period



\*Animals of appropriate temperament and vaccination/disease status



# CONSULTATION DRAFT

## Appendix 2 Suggested enrichment examples

| Enrichment examples   |  |
|---|--|
| Stimuli Type  | Examples   |
| Sensory <ul style="list-style-type: none"> <li>• Tactile</li> <li>• Thermal</li> <li>• Auditory</li> <li>• Visual</li> <li>• Olfactory</li> </ul> | <ul style="list-style-type: none"> <li>• Additional types of substrate / bedding (such as newspaper, grass, astro-turf, carpet, tiles), stimulation during handling (such as manipulation of ears, feet, muzzle etc.)</li> <li>• For example, placing an unrestrained puppy or kitten feet down on a damp towel that has been cooled in the fridge for 5 minutes, for 3-5 seconds (do not attempt to prevent animal from moving away).</li> <li>• Music, radio, television</li> <li>• Television, access to a window, introduction of novelty inanimate objects</li> <li>• Scent enrichment (eg catnip)</li> </ul> |
| Social  | <ul style="list-style-type: none"> <li>• Interaction with people – direct (handling, playing) or indirect (during cleaning)</li> <li>• Interaction with conspecifics</li> <li>• Interaction with other animals</li> </ul>  |