



Department of  
Primary Industries

ANIMAL WELFARE | COMPANION ANIMAL BREEDING PRACTICES

# Discussion paper on proposed Prevention of Cruelty to Animals (Animals in Pet Shops) Standards and Guidelines

October 2017





# Department of Primary Industries

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*Discussion paper on proposed Prevention of Cruelty to Animals (Animals in Pet Shops) Standards and Guidelines*  
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## **Acknowledgments**

Animal Welfare Advisory Council

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Disclaimer: The information contained in this publication is based on knowledge and understanding at the time of writing (October 2017). However, because of advances in knowledge, users are reminded of the need to ensure that information upon which they rely is up to date and to check currency of the information with the appropriate officer of the Department of Primary Industries or the user's independent adviser.

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## Introduction

This Discussion Paper launches the targeted consultation of the Prevention of Cruelty to Animals (Animals in Pet Shops) Standards and Guidelines (draft Pet Shop S&G). The purpose of this consultation is to obtain feedback on the draft Pet Shop S&G.

The Government understands the importance of pets to families and communities. This consultation will allow key stakeholders to have their say about whether the draft Pet Shops S&G supports the welfare of animals sold through various outlets, including a shop, booth or stall at a market, and premises used for residential purposes and any associated structures. It will also take into account the experiences of animal welfare organisations, industry groups and other organisations that are involved in animal welfare, such as veterinarians and local councils.

We would like to thank the Animal Welfare Advisory Council (AWAC) for its input into the preparation of the draft Pet Shop S&G. AWAC provides expert advice to the Minister for Primary Industries on matters affecting the welfare of animals.

## Background

### Animal Welfare

The NSW Government is committed to ensuring that companion animals breeding practices are safe, ethical and meet community expectations. In NSW animal welfare is supported by the *Prevention of Cruelty to Animals Act 1979* (POCTA) and underpinning Codes and Standards.

The NSW Department of Primary Industries is responsible for administering POCTA, but officers of the NSW Department of Primary Industries do not have powers of enforcement. POCTA is enforced by the independent approved charitable organisations RSPCA NSW and Animal Welfare League (AWL) NSW, as well as the NSW Police.

NSW already has an enforceable Code of Practice for pet shops: Animal Welfare Codes of Practice – Animals in Pet Shops (Pet Shop code). Any person involved in a business in the course of which an animal is kept in a shop, or any booth or stall in a market or at a fair, for the purposes of sale is required to comply with POCTA and the enforceable Pet Shop code.

### Animal Welfare Code of Practice – Animals in Pet Shops

The Pet Shop Code was published by the Department of Primary Industries in 2008 and was aimed at placing animal welfare controls on the pet shop industry. The Code is listed in Schedule 1 of the Prevention of Cruelty to Animals (General) Regulation 2012, and there is a penalty for non-compliance with the code under Clause 26 of the same Regulation.

The Pet Shop Code sets the requirements that everyone involved in the keeping and selling of animals through pet shops must follow to protect the welfare of the animals in their care.

The Pet Shop Code was prepared in consultation with the Pet Industry Association of Australia (PIAA), RSPCA NSW, Animal Welfare League NSW, and other people and organisations involved in the industry. It was also endorsed by AWAC.

Compliance with the Code does not remove the need to abide by the requirements of the POCTA and any other laws, such as the *Local Government Act 1993* or the *Biodiversity Conservation Act 2016* and all associated regulations. This code contains both standards and guidelines for the humane keeping and selling of animals in pet shops.

The standards have legal effect in three ways:

- Failure to meet a standard may result in the issue of a Penalty Infringement Notice under Clause 32 of the Prevention of Cruelty to Animals Regulation 2012.

- Evidence of failure to meet a standard may be used in proceedings under Clause 26 of the Prevention of Cruelty to Animals Regulation 2012.
- In more serious cases, failure to meet a standard may support a prosecution for an offence under POCTA.

Animal retailers in NSW must conduct themselves in accordance with the Pet Shop Code to demonstrate their commitment and concern for the welfare of the animals in their care. Compliance with this code will ensure that no offence is committed in relation to Clause 26 of the Prevention of Cruelty to Animals Regulation 2012.

A breach of this provision of the Regulation may lead to a maximum court-imposed fine of 50 penalty units (currently \$5,500). Under POCTA, the person in charge of an animal, which includes the owner, is responsible for meeting the legal obligations regarding an animal's welfare. The person in charge may wish to place the animal in the care of others (e.g. the pet shop's business manager or a member of staff), in which case the others also become legally responsible for the care of the animal.

### **Companion Animals Taskforce & Parliamentary Inquiry**

In 2011, the NSW Government established a Companion Animals Taskforce to provide advice on key companion animal issues. These issues included puppy factories, euthanasia rates, rehoming options for surrendered or abandoned companion animals, and microchipping and desexing initiatives to promote responsible pet ownership.

A Parliamentary Inquiry was conducted in 2015 into companion animal breeding practices across NSW. In February 2016, the NSW Government released its response to the recommendations made by the Companion Animals Breeding Practices (CABP) Inquiry that includes significant changes to companion animal breeding practices in NSW.

In line with recommendations of the Companion Animals Breeding Practices Joint Select Committee, AWAC has reviewed the Pet Shop Code and provided advice on improvements.

### **Draft Prevention of Cruelty to Animals (Animals in Pet Shops) Standards and Guidelines**

The attached documents, the draft Prevention of Cruelty to Animals (Animals in Pet Shops) Standards and Guidelines (draft Pet Shop S&G), updates the current Pet Shop Code.

The draft Pet Shop S&G have been developed by the NSW Department of Primary Industries in consultation with AWAC.

The S&G take into account the findings and recommendations of the CABP Inquiry.

As per the current Pet Shop Code, the draft Pet Shop S&G clarify the requirements for pet shop operators through the use of "Standard" sections. It also provides benchmarks for operators to aspire to through the use of "Guidelines". The draft Pet Shop S&G improves welfare outcomes for the animals that are held in pet shops, and demonstrates the NSW Government's commitment to animal welfare for companion animals.

Once finalised, the draft Pet Shop S&G will be included within the Prevention of Cruelty to Animals Regulation 2012.

Feedback is now sought on the draft Pet Shop S&G.

### **Scope of the draft Pet Shop S&G**

The draft Pet Shop S&G will apply to a business in the course of which an animal is kept in a shop, or any booth or stall in a market or at a fair, and premises used for residential purposes and any associated structures for the purposes of sale.

They should be read in conjunction with other legislation pertaining to animal welfare, including:

- *Prevention of Cruelty to Animals Act 1979* (POCTA)

- Prevention of Cruelty to Animals Regulation 2012

This Discussion Paper does not specifically address companion animal management issues, greyhounds, or feral cats and dogs. While these matters are important, they are either addressed under other legislation (such as the *Companion Animals Act 1998*) or are the subject of other government reviews.

Draft Prevention of Cruelty to Animals (Breeding Dogs and Cats) Standards and Guidelines (draft Breeding S&G), have also been prepared and are under review. A separate discussion paper has been prepared for these draft proposed standards.

This Discussion Paper seeks feedback on targeted questions relating to the draft Pet Shop S&G. These matters include staff responsibilities, quality management systems, animal housing, animal health, transfer of ownership, special requirements and humane destruction.

The Discussion Paper is structured around the parts of the draft Pet Shop S&G:

Part 1 Preliminary

Part 2 Responsibilities and competency of staff

Part 3 Quality management systems

Part 4 Animal housing standards

Part 5 Management of care of animals

Part 6 Health standards for animals

Part 7 Transfer of ownership

Part 8 Special requirements for the care of animals

Part 9 Humane destruction

Each part includes key focus areas, where there is a proposed significant addition or deviation from the current Pet Shop Code. Where a minor change is proposed, such as grammatical edits or where a change has been made that does not change the intent of the clause, these have not been identified.

Questions are asked within each key focus area. Where relevant the background, context and information regarding legislation are included.

### **The consultation process**

Completing targeted consultation on the draft Pet Shop S&G will help the Government to build a stronger regulatory framework for managing animals sold in pet shops and contribute to ensuring that the welfare of animals meets community expectations.

Stakeholder feedback will assist the Government to thoroughly understand impacts.

Through this Discussion Paper, the Department of Primary Industries asks industry groups, veterinarians, councils and other stakeholders to consider the effectiveness of the proposed Pet Shop S&G.

Feedback received in response to this Discussion Paper will be taken into account in preparing revised draft Pet Shop S&G in early 2018.

The new Pet Shop Standard will come into effect after it has been approved by the Minister, and the *Prevention of Cruelty to Animals Regulation 2010* is amended to include details of the new Standard in Schedule 1.

## Providing feedback

To ensure comments are understood, please make them under the relevant question. If comments do not relate to a listed focus area, a general comments section is also provided at the end of the feedback form. This discussion paper does not cover all clauses in the draft S&G, however covers areas where there are significant changes from the current Pet Shop Code.

There are 70 questions in nine sections. You do not need to answer every question and can skip to the section you are interested in.

Responses are to be received by **5pm, Friday 22 December 2017** via mail or email.

Feedback can be provided by printing the feedback form at **Appendix A** and:

- Mailing it to:

**Animal Welfare  
Biosecurity and Welfare  
Department of Primary Industries  
Pet Shop S&G consultation  
161 Kite St  
Orange NSW 2800**

- Emailing it to:  
[animal.welfare@dpi.nsw.gov.au](mailto:animal.welfare@dpi.nsw.gov.au) with subject 'Pet Shop S&G' consultation.

## Key focus areas

### Part 1 Preliminary

#### 4 Interpretation

A number of new definitions have been added to provide the meaning of additional terms used throughout the draft Pet Shop S&G. These additional terms are arboreal, biosecure, brachycephalic, cryptic, disease, disease agent, ectothermic, environmental enrichment, healthy, housing, infectious disease, isolation facility, kitten, microchip, parasite, parvovirus, proprietor, puppy, Register of Companion Animals, registered training organisation, socialisation, terrestrial, the Act, the Regulation, vaccinated and written procedures.

Some existing terms have been amended to clarify their meaning, and some terms have been deleted as they are redundant.

Where available, the definitions are consistent with section 4 of the *Prevention of Cruelty to Animals Act 1979* (POCTA).

Currently a pet shop is defined under Schedule 1 of the Prevention of Cruelty to Animals Regulation 2012 as “a business in the course of which an animal is kept in a shop, or any booth or stall in a market or at a fair, for the purposes of sale”. The revised Pet Shop S&G proposes to expand the definition of pet shop, to capture persons keeping animals at residential premises and any associated structures for selling. It is understood that the sale of animals is increasing through online channels, however many online sellers may not have a shopfront business, and instead sell animals from their home. Expanding the definition of pet shop will ensure the same protections are provided to animals kept at residential homes and sold, as there are for traditional pet shops.



**Consultation questions**

1. Are the definitions provided clear and easily understood?
2. Should there be any additional definitions included?
3. What improvements could be made?

**Part 2 Responsibilities and competency of staff****5 Responsibilities and competency of staff**

The current Pet Shop Code requires a person in charge to ensure that staff are trained, experienced and competent in:

- The care and welfare of animals.
- The feeding and watering of animals.
- The protection of animals.
- Cleaning and proper hygiene (see S4.1.1.6).

Despite this, the current Pet Shop Code only encourages the person in charge to employ staff with formal qualifications in animal care and management, or who are in the process of completing such training (see G4.1.2.3).

As part of the CABP Inquiry, the Joint Select Committee recommended that the NSW Government review training requirements for pet store staff.

AWAC reviewed this recommendation and supported the introduction of training requirements for pet store staff. The draft Pet Shop S&G proposes the following:

- Standards: The person in charge of the pet shop must keep a copy of the Standards and the written procedures at the pet shop, and make a copy of these Standards and the written procedures available to all staff.
- Standards: 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.
- Standards: 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 has had proper and adequate on-the-job training and experience in each of the pet shop animal welfare matters, and from the date that is two 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.
- Standards: A staff member must not carry out an activity in any of the pet shop animal welfare matters unless the staff member has received proper and adequate on-the-job training in, and has experience of, that area, or 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.
- Guidelines: Managers, senior staff and those responsible for staff training and education should be encouraged to gain a Certificate III or IV in Animal Studies. All staff working in pet shops should be encouraged to gain a Certificate II in Animal Studies.

Improving animal handling skills, knowledge and experience of staff has been shown to significantly improve animal welfare and also deliver business improvements for animal businesses. Adequately trained staff can better provide the standards of care stipulated in the draft Pet Shop S&G, leading to better welfare outcomes.

To ease the financial burden and give staff adequate time to complete the necessary qualifications, it is proposed that training requirements will apply two years after the commencement of the Pet Shop S&G.

### Consultation questions

4. Are the qualifications or competencies required for pet store staff adequate?
5. Does the phased in period of two years provide sufficient time for pet shops to meet the minimum staff training requirements?
6. What improvements could be made?

## 6 Required numbers of staff

The current Pet Shop Code does not require a minimum required number of staff to be present.

AWAC recommended that a minimum standard of one staff member to 20 animals be introduced in the draft Breeding S&G. This approach could also apply to the draft Pet Shop S&G. The ratio of 1:20 is based on 20 minutes per animal to feed, clean and provide socialisation and enrichment. This ratio would equate to working a standard day with mandatory breaks. The proposed ratio addresses basic needs and socialisation time.

DPI recognises that this staff to animal ratio can only apply to dogs and cats, due to the variation in amount of time required to care for other species, such as rabbits, guinea pigs, rats, mice, birds, fish and reptiles. DPI also recognises there is a large variation in the number and type of species held in pet shops, which makes it challenging to set a minimum number of required staff during hours of operation.

The draft Pet Shop S&G proposes the following requirements:

- Standards: 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 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
  - sufficient additional staff to attend to all of the following duties:
    - feed other animal species and clean their housing,
    - exercise dogs,
    - provide preventative and veterinary treatments as per veterinary advice to the animals,
    - receive animals into the pet shop, and
    - transfer ownership of animals being sold by the pet shop.
- Standards: Staff members present in the pet shop must be trained to provide for the care of all species housed in the pet shop.
- Guidelines: The person in charge must ensure an adequate number of trained staff members are present to provide for the care of all species housed in the facility.

Implementing a staff-to-animal ratio provides a clear minimum standard that is not ambiguous, and is easy to understand and enforce.

**Consultation questions**

7. Are the required numbers of pet shop staff fit for purpose?
8. Should there be an average amount of time calculated for the care of rabbits, guinea pigs, rats, mice, birds, fish and reptiles?
9. Should there be a separate minimum staff ratio included for the care of other species (aside from dogs and cats)?
10. What improvements could be made?

**7 Staff training register**

Although the current Pet Shop Code encourages the person in charge to maintain a staff training register (see G4.1.2.6), the draft Pet Shop S&G proposes that this becomes compulsory:

- Standards: The person in charge of a pet shop must maintain an electronic record of all training undertaken by staff.
- Standards: The person in charge of a pet shop must ensure that the following matters are recorded in the Training Register:
  - the qualifications in animal care held by each staff member, and
  - details of the training undertaken by each staff member, including the date of training and a description of the topics covered by the training.
- Standards: 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.
- Guidelines: The training register should be kept wholly by means of a computer with data backup mechanisms in place.

In line with the proposed training requirements, the training register would enable the person in charge to ensure that staff hold appropriate qualifications and allow enforcement agencies to determine whether a facility complies with the Pet Shop S&G.

**Consultation questions**

11. Are the requirements of the training register adequate?
12. Should there be additional information required to be kept in the training register?
13. What improvements could be made?

**8 Directory of information about animals**

The current Pet Shop Code requires that appropriate records must be kept for the acquisition, sale, death, euthanasia and veterinary treatment of animals; and trading of animals under the *National Parks and Wildlife Act 1974* (see S7.2.1). The date of cleaning and disinfection of enclosures must also be recorded. The draft Pet Shop S&G introduces new recordkeeping requirements:

- Standards: The person in charge of a pet shop must maintain an electronic register (***Animal Directory***) in which the following current information about all animals in the pet shop is recorded:
  - microchip number and other permanent identifier of a dog or cat,
  - any other unique identification details allocated by the pet shop to animals,
  - 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,

- details of the acquisition of animals, including the name, address and fauna dealer licence number of the supplier of the animal,
- the species and breed of an animal,
- gender of the animal and whether neutered (if known),
- the vaccination status (if known) of an animal,
- details of any special medical and dietary requirements of an animal,
- details of any adverse observations referred to in clause 29,
- details of preventative and veterinary treatment provided to animals while in the pet shop, including worming or parasite control,
- the date of death or humane destruction of animals, (including the reason for and method of humane destruction),
- details of trading in animals subject to any additional regulatory control,
- the date of cleaning and disinfection of all animal housing, and
- details of the sale of animals (except fish), including: the date of sale, and the name, address and contact details of the new owner.
- Guidelines: Records kept should have space for notes or observations regarding individual animals made during time spent at the facility.

The Animal Directory enables the person in charge to better capture information about animals at the facility and allow enforcement agencies to determine whether a facility is compliant with the Pet Shop S&G.

### Consultation questions

14. Are the requirements of the Animal Directory adequate?
15. Should there be additional information required to be kept in the Animal Directory?
16. What improvements could be made?

## 9 Register of Companion Animals

To align with the *Companion Animals Act 1998* (CAA) the draft Pet Shop S&G introduces new standards:

- Standards: 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.

## 12 Written operating procedures

The current Pet Shop Code has no requirement for written operating procedures. The following is proposed to be included in the draft Pet Shop S&G:

- Standards: The person in charge of a pet shop must ensure that written procedures are in place for the general management, health and wellbeing of animals. There must also be procedures relating to the administration and maintenance of the facility, including how an isolation facility is managed.
- Standards: 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 outlined.
- Standards: The person in charge of the pet shop must obtain advice from a veterinary practitioner when developing the written procedures, and when amending the written procedures.

- Standards: The person in charge of a pet shop must ensure the pet shop is managed in accordance with the written procedures.
- Standards: The person in charge of a pet shop must ensure:
  - staff are provided with the written procedures,
  - staff acknowledge, in writing, that they have been provided with the written procedures.
- Standards: A staff member must read the written procedures, sign a document stating they have read and understood the written procedures, and follow the written procedures.
- Guidelines: Procedural documents should be periodically reviewed at least once every two years.
- Guidelines: Specialist advice should be sought before pest control operations are conducted.

Written procedures provide unambiguous evidence that a person in charge has carefully considered the operation and management of the pet shop and animals housed, directly contributing to improved animal welfare. They will also allow enforcement agencies to determine whether a facility complies with the Pet Shop S&G.

### Consultation questions

17. Are the procedural documents required to be kept fit for purpose?
18. Should there be any additional procedural documents required to be kept?
19. What improvements could be made?

## Part 4 Animal housing standards

### 13 Construction standards for animal housing

The current Pet Shop Code requires that animal enclosures must prevent access to unauthorised people (S5.1.1.1), that solid surfaces are impervious or painted (S5.1.1.2), that enclosures must meet the minimum size requirements set out in Appendix 1 of the code (S5.1.1.3), that animals must be displayed within the confines of the pet shop (S5.1.1.4), that animals must be able to withdraw to a quiet dark area to take sleep breaks (S5.1.1.5) and that enclosures must be maintained to minimise the risk of injury to animals (S5.1.1.6).

In addition to the current requirements, the following is proposed to be included in the draft Pet Shop S&G:

- Standards: The person in charge of a pet shop must ensure that housing is well constructed and maintained so that:
  - solid surfaces are constructed of washable material and free of cracks and crevices,
  - wall and doorways prevent protrusion of animals' limbs,
  - wall and floor junctions are impervious or curved, flooring surfaces are solid and non-slip,
  - the risk of transmission of disease is minimised, and
  - animals are protected from distress or injury caused by interference by people.
- Standards: 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.

Improvements in the design and construction of animal housing can lead to improved animal welfare and business improvements, by enabling improved maintenance and cleaning.

The minimum required space allowances provided to animals is a highly complex area. The minimum enclosure sizes set out in Appendix 1 of the current Pet Shop code are currently under review, however no specific amendments to the current sizes are proposed at this time.

The CABP Inquiry did not recommend a review of companion animal enclosure sizes.

However it is proposed to include minimum housing size requirements for reptiles in the draft Pet Shop S&G, as a certain number of these species are now permitted to be dealt and sold through pet shops.

#### **Consultation questions**

20. Are the design and construction standards fit for purpose?
21. Are the proposed minimum housing size requirements for reptiles appropriate?
22. What improvements could be made?

### **14 Lighting of animal housing**

The current Pet Shop Code requires that the duration and intensity of artificial lighting must be as close as possible to natural conditions and allow for diurnal light cycles (see S5.2.1.4). Despite this, the current Pet Shop code only encourages that light should be sufficient to enable thorough inspection of the animals.

The draft Pet Shop S&G proposes the following requirements:

- Standards: The person in charge of a pet shop must ensure that:
  - animal housing is lit, either from artificial or natural sources, and that the lighting mimics the prevailing natural light cycles;
  - the light in animal housing enables a thorough inspection and observation of the animals housed;
  - and the animals housed are protected from excessive external light, whether natural or artificial.

Appropriate lighting is necessary to ensure the welfare of animals. It enables natural sleep patterns in animals and allows staff to clearly inspect animals and observe any abnormalities.

#### **Consultation questions**

23. Are the lighting standards fit for purpose?
24. What improvements could be made?

### **15 Ventilation of animal housing**

In addition to the current Pet Shop Code requiring an artificial ventilation device to be used in cages constructed of solid material that do not allow natural air movement (see S5.2.1.6), the proposed draft Pet Shop S&G requires that the person in charge of a pet shop must ensure that air ventilation devices have an air exchange rate sufficient to distribute fresh air evenly throughout the housing, and a back-up system in the event of device failure.

Accumulated noxious gases, odours and moisture may all have detrimental effects on the welfare of an animal. By improving the standards required for ventilation any potential negative impacts are reduced.

### Consultation questions

25. Are the ventilation standards fit for purpose?
26. What improvements could be made?

## 16 Temperature of animal housing

The current Pet Shop Code requires premises housing caged animals to maintain temperatures and humidity levels to minimise distress (see S5.2.1.1), and to protect animals from extremes of temperature (see S5.2.1.3).

In addition to the current requirements the draft Pet Shop S&G proposes to include the following:

- Standards: The person in charge of a pet shop must ensure that the temperature and humidity of housing is managed:
  - so as to minimise stress and distress to the animal housed,
  - to prevent death or morbidity of animals, and
  - so that housing provides an acceptable temperature gradient for the species being cared for.
- Guidelines: Environmental temperature should be controlled to minimise distress to animals. Particular attention should be given to protections for brachycephalic breeds, especially against heat.

The environment in which animals are maintained must be appropriate to the species. Pet shops often house a variety of species that may have differing normal ranges of body temperature.

Endothermic (warm-blooded) animals (including birds and mammals) need to maintain a relatively constant body temperature. It doesn't matter what the outside temperature is—they must maintain the same internal temperature.

Ectothermic (cold-blooded) animals do not maintain a constant body temperature. They get their heat from the outside environment, so their body temperature fluctuates, based on external temperatures.

It is important that animal housing accounts for this to ensure that the welfare of animals is not compromised.

### Consultation questions

27. Are the temperature standards fit for purpose?
28. What improvements could be made?

## 18 Animal treatment room

The current Pet Shop Code has no requirement for an animal treatment room.

The draft Pet Shop S&G proposes to include the following:

- Standards: 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 at the

pet shop, away from public view, or at a veterinary hospital with which the pet shop has an arrangement to take sick or injured animals.

- Standards: The person in charge of a pet shop must ensure that a treatment room is regularly cleaned and disinfected, temperature controlled, has power and running water, has covered floor and wall junctions and has appropriately sized cages.
- Standards: 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.

It is accepted that animals become ill, on occasion after arrival at a pet shop. Moving animals especially if sick or injured, between sites will not improve welfare outcomes. Additional travel and changes may place greater stress on animals. It is important that there are mechanisms in place to remove sick or injured animals from public display, and allow them to be treated in an environment with minimal stress.

### Consultation Questions

29. Are the requirements for an animal treatment room fit for purpose?  
30. What improvements could be made?

## 19 Isolation facilities

The current Pet Shop Code has no requirement for an isolation facility.

The draft Pet Shop S&G proposes to include the following:

- Standards: 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 at the pet shop, away from public view, or at a veterinary hospital with which the pet shop has an arrangement to take animals suspected of having an infectious disease.
- Standards: 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.
- Standards: Isolation housing must provide adequate space for animals to be comfortable.
- Standards: Animals housed in an isolation facility must be inspected at a frequency that ensures adequate care.

It is accepted that animals become ill, on occasion after arrival at a pet shop. It is important that there are mechanisms in place to remove sick or injured animals from public display, and allow them to be treated in an environment with minimal stress and without posing a disease risk to other animals.

### Consultation questions

31. Are the requirements for an isolation facility fit for purpose?  
32. What improvements could be made?

## 21 Special animal housing requirements

In addition to the current Pet Shop Code requiring different species not to be housed in the same enclosure unless compatible and where the minimum cage size conforms to the minimum requirements for the larger species (see S7.1.1.3), the draft Pet Shop S&G proposes to include the following:



- Standards: 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:
  - an animal about to give birth,
  - an animal with dependent young,
  - an animal that is aggressive or that has other behavioural needs, and
  - a sick or injured animal.

It is accepted that occasionally some animals may be pregnant when they arrive at a pet shop, such as guinea pigs, rats and mice. It is also accepted that some animals may arrive that cannot be housed in groups due to behavioural incompatibilities. These animals have special needs and must be housed separately to minimise stress and distress on the animal.

### Consultation questions

33. Are the requirements for special animal housing fit for purpose?  
34. What improvements could be made?

## 22 Sleeping area requirements

The current Pet Shop Code requires that animals must be able to withdraw to a quiet dark area to take sleep breaks (see S5.1.1.5).

The draft Pet Shop S&G proposes to also include the following:

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

All animals require periods of rest. It is important to ensure that appropriate sleeping areas and bedding are provided where to facilitate these periods of rest. Cats in particular sleep an average of about 15 to 20 hours a day, and hence the importance of providing a suitable box in which they can hide or sleep.

### Consultation questions

35. Are the requirements for sleeping areas fit for purpose?  
36. What improvements could be made?

## 23 Design of animal housing for security purposes

The current Pet Shop Code requires that the facility must be able to be secured to prevent access to the premises outside trading hours (see S5.3.1.1), and all animal housing (except fish tanks) must be securely fastened outside trading hours (see S5.3.1.2).

The draft Pet Shop S&G proposes to also include the following:

- Standards: 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.
- Standards: The proprietor of a pet shop must ensure that housing is designed to prevent access by the public unless under the supervision of staff, and prevent escape and theft of the animals in that housing.
- Standards: 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.
- Standards: 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.

Appropriate security mechanisms are vital to the welfare of animals. Inadequately secured cages pose a risk of animals falling out of cages, leading to injuries, escape and potential death. Animals that are stolen may also be abandoned or be subjected to other acts of animal cruelty.

### Consultation questions

37. Are the requirements for security of animal housing fit for purpose?
38. What improvements could be made?

## Part 5 Management of care of animals

### 25 General standards for the care of animals

As part of the CABP Inquiry the Joint Select Committee recommended that the NSW Government reviews the Animal Welfare Code of Practice – Animals in Pet Shops to determine what needs to be strengthened, with a particular focus on appropriate objectives for socialisation.

AWAC reviewed this recommendation and provided advice. In addition to the current requirements of the Pet Shop Code the draft Pet Shop S&G proposes the following:

- Standards: The person in charge of a pet shop must ensure that all animals are provided with daily environmental enrichment.
- Standards: Environmental enrichment must use stimuli that recognise the physiological status and special needs of differing ages and species, must aim to facilitate good psychological health, and may include stimuli set out in Appendix 1.
- Standards: Environmental enrichment activities must be rotated regularly, must not be limited to periods of exercise, and may use activities such as those listed in Appendix 3.
- Standards: 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 2.
- Standards: 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.
- Standards: 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.

In addition the draft Pet Shop S&G provides visual charts and table of suggested activities for socialisation and enrichment for dogs and cats.

Socialisation and enrichment have significant impacts on animal welfare outcomes and are especially important for the development of young animals to develop into appropriate pets.

**Consultation questions**

39. Are the requirements for the general standards for animal care fit for purpose?
40. Should there be Appendices of suggested enrichment for other species included e.g. rabbits, guinea pigs, rats, mice, birds and reptiles?
41. Are the Appendices meaningful and easily understood?
42. What improvements could be made?

**26 Food and water requirements**

The current Pet Shop Code encourages that healthy immature animals should be fed twice a day or more frequently (see G9.2.1). The draft Pet Shop S&G proposes to make the following compulsory:

- Standards: Staff must offer food to dogs and cats that are less than four months of age a minimum of three times a day.
- Standards: Staff must offer food to dogs and cats that are more than four months of age a minimum of two times a day.
- Guidelines: Food should be given to pups and kittens under four months of age with a maximum interval of 12 hours between feeds. For example, a puppy that receives its third feed, and final feed, for the day at 5pm should receive its first feed for the next day no later than 5am the following morning.

The provision of a balanced and complete diet is directly related to the welfare of animals. Puppies and kittens must be fed an adequate number of times during growth to ensure optimal metabolic functioning and physical development.

**Consultation questions**

43. Are the food and water requirements fit for purpose?
44. What improvements could be made?

**27 Cleanliness and hygiene requirements**

In addition to the standards contained in the current Pet Shop Code, the draft Pet Shop S&G proposes to include the following:

- Standards: The person in charge of the facility must ensure staff must clean and disinfect dog and cat housing at least once daily, with hospital-grade disinfectant, to minimise the risk of transmission of infectious disease.
- Standards: To minimise the risk of transmission of infectious disease, all other housing (except aquariums) must have its substrate cleaned daily, and be cleaned and disinfected once weekly with hospital-grade disinfectant.
- Standards: During cleaning, staff must remove, or otherwise separate, all animals from the area being cleaned to protect the animals from becoming wet, and ensure the safe and humane handling of animals that pose a risk to the safety of other animals.
- Standards: Staff must clean and disinfect housing, bedding, food and water containers and litter trays before a new animal is introduced to them.
- Standards: Staff must minimise the risk of transferring disease from one animal to another by thoroughly washing and sanitising their hands between handling animals.
- Standards: The person in charge of the pet shop must ensure staff clean collection drains in a pet shop daily.

- Standards: Staff must inspect litter trays on a daily basis and remove any solid waste immediately.
- Standards: Staff must change, wash and disinfect litter trays immediately, if the litter trays become saturated with urine or covered in faeces, and otherwise, at least once daily.
- Standards: Where members of the public are allowed to touch any animals, prior to handling animals customers must be asked if they have handled any animals that day and if they have any other animals at home and whether the animals vaccinations are current.
- Standards: Hand-cleaning facilities (e.g. hand-washing or antibacterial gel) must be readily available on the premises and the members of the public must be encouraged to thoroughly wash their hands before and after touching any animals due to the potential for transmission of zoonotic diseases.

Adequate cleaning and hygiene measures are paramount to appropriate animal welfare. Setting minimum requirements for cleaning animal housing and facilities contributes to parasite and disease prevention and control, reducing the likelihood and incidence of disease. These requirements also contribute to improved business standards, increasing the likelihood of consumer satisfaction.

### Consultation questions

45. Are the cleanliness and hygiene requirements fit for purpose?
46. What improvements could be made?

## 28 Requirements when transporting animals

The current Pet Shop Code requires that all animals must be boxed or suitably restrained to ensure their security and protection at point of sale (see S11.1.1), and the box or animal restraint must protect the animal from injury, other animals, extreme temperatures and excessive stress (see S11.1.2).

The draft Pet Shop S&G proposes to also include the following:

- Standards: The person in charge of a pet shop must ensure animals are in good health and assessed as fit for any intended journey.
- Standards: The person in charge of a pet shop may transport an animal assessed to be not fit for an intended journey under veterinary advice, or to a veterinary practitioner for treatment.
- Standards: During the transportation of animals to or from a pet shop, the person in charge in relation to the animals must:
  - 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,
  - monitor the condition of the animals and take any necessary action to protect them from injury, harm or distress, and
  - every two hours, provide all dogs and cats with an opportunity to drink water, eat, stretch, urinate and defecate.
- Standards: The person in charge of a pet shop must ensure that containers used for transporting animals are of a size that enables animals to lie down flat, turn around, stand erect and stretch with adequate clearance, and are made of robust material, are escape-proof and sufficiently able to be secured.
- Standards: 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:

- have adequate ventilation, shade, and temperature control sufficient to avoid harm and distress,
  - are designed to protect animals from injury through being free from protrusions or sharp edges in the carrying area,
  - are designed to protect animals from injury by having non-slip floors,
  - protect against unauthorised release or escape of animals,
  - provide sufficient light to enable an animal to be inspected during the journey, and
  - are thoroughly cleaned and disinfected after use to minimise the risk of the transmission of infectious disease between consignments of animals.
- Standards: 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.

Setting minimum requirements for transport ensures that a person in charge must consider the suitability of transporting an animal and the way in which it will be transported. By requiring these standards, the potential stress and distress imposed on an animal is reduced, as well as the likelihood of disease transmission.

### Consultation questions

47. Are the transport requirements fit for purpose?  
48. What improvements could be made?

## Part 6 Health standards for animals

### 29 Monitoring health status of animals

The current Pet Shop Code requires that all animals must be inspected at least once daily (see S8.1.1.1). The draft Pet Shop S&G proposes to make the following compulsory:

- Standards: 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.
- Standards: The person in charge of the pet shop must ensure that staff:
  - 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.

A pre-examination and health assessment provides a benchmark for the health status of any new animals arriving at a facility. This examination also provides forewarning of any health issues that may be apparent. Increasing inspections to twice daily allows any adverse observations to be identified more frequently, enabling more prompt actions to be undertaken as appropriate.

### Consultation questions

49. Are the requirements for monitoring the health status of animals fit for purpose?  
50. What improvements could be made?

### 30 Arrangements with a veterinary practitioner

The current Pet Shop Code requires that the person in charge of the pet shop must establish a liaison with a veterinary surgeon who is able to attend to animals (see S8.2.1.1), and the contact details for the veterinarian are displayed in a prominent position within the pet shop (see

S8.2.1.2). In addition to the current requirements the draft Pet Shop S&G proposes to make the following compulsory:

- Standards: The person in charge of a facility must ensure veterinary services must be available at all times.

As per the current Pet Shop Code, the draft Pet Shop S&G requires that animals receive appropriate care on non-trading days. Should an animal be found to be unwell on a non-trading day or outside of normal business hours, it is important that the person in charge has procedures

#### **Consultation questions**

51. Are the requirements for arrangements with a veterinary practitioner fit for purpose?  
52. What improvements could be made?

### **31 Veterinary treatment of animals**

The current Pet Shop Code requires a person in charge to ensure that first aid or veterinary treatment must be promptly provided to animals that have minor or routine condition, and where a severe illness or death occurs, veterinary advice and treatment must be sought as necessary (see S8.2.1.3).

The draft Pet Shop S&G also proposes to include a list of signs and symptoms for which first aid and veterinary treatment must be sought.

The proposed signs and symptoms for which first aid and veterinary treatment must be provided are not exhaustive, however all are considered to signs of abnormal physiological or psychological functioning of an animal. Any issue that inhibits the health of an animal could compromise welfare and therefore veterinary advice or treatment is necessary.

#### **Consultation questions**

53. Are the requirements for veterinary treatment of animals fit for purpose?  
54. What improvements could be made?

### **33 Control of parasites**

The current Pet Shop Code requires that the pet shop must have a documented program in place to control pests such as fleas, flies, lice, mosquitoes and wild rodents (see S6.2.1.1). The draft Pet Shop S&G proposes a new written procedure for the humane control of pests such as flies, mosquitoes and wild rodents. It also proposes to make the following compulsory:

- Standards: 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.

Pest control programs for a facility must be managed separately to programs that prevent and control internal and external parasites in animals.

#### **Consultation questions**

55. Are the requirements for pest and parasite control fit for purpose?  
56. What improvements could be made?

## Part 7 Transfer of ownership

### 35 Requirements for animals to be sold

The current Pet Shop Code requires that where no regulatory control exists, animals except dogs and cats may be sold to people aged 16 years or over (see S10.1.1 and S10.1.2). It also requires that no animal suspected of being sick, injured or physically or psychologically diseased may be sold under any circumstances (see S10.1.8).

In addition to all other current requirements, the draft Pet Shop S&G proposes to make the following compulsory:

- Standards: The person in charge of a facility must not allow a dog or a cat to be sold unless:
  - the dog or cat has been microchipped and breeder details entered on the Register of Companion Animals,
  - the dog or cat has received at least one veterinary practitioner examination,
  - the dog or cat has been vaccinated in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner, and
  - the dog or cat has been treated to remove internal and external parasites in accordance with the relevant written procedure.
- Standards: 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.
- Standards: The person in charge of a facility must ensure that no dog or cat suspected of being sick, injured or physically or psychologically diseased is sold, unless a veterinary practitioner gives their written consent to the sale.
- Standards: The person in charge of the pet shop must not sell:
  - a reptile until it accepts food readily.

It is important to ensure that potential owners are of an age where they understand the responsibilities of pet ownership.

It is accepted that some animals may be born with a congenital defect that results in a physical deformity, or some animals may have minor treatable behavioural conditions. It is not intended to exclude these animals from sale if they have been examined by a veterinarian and deemed suitable to sell, and the new owner is fully informed of the issues with the animal.

The age of reptiles is not necessarily an indicator for when it is safe to be sold. Reptiles can be challenging to feed, especially for those that eat vertebrate animals. To ensure the survivability of reptiles sold, it is important to ensure that they are readily accepting food before sale.

#### Consultation questions

57. Are the requirements for animals to be sold fit for purpose?

58. What improvements could be made?

### 37 Consideration of conditions at proposed new home

The current Pet Shop Code does not require the person in charge of the facility to consider the conditions at the proposed new home.

The draft Pet Shop S&G proposes to include the following:

- Standards: 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.

- Standards: The policies must require staff to:
  - consider the number of animals already owned by the prospective owner so as to avoid hoarding of animals,
  - be satisfied that the animal is physically and psychologically well, and
  - be satisfied that it is within the capacity of the prospective owner to care for the animal.

There are clear welfare problems associated with purchase of animals by inappropriate buyers. By having procedures in place, staff will be able to educate potential buyers about the types of care an animal may require and if the buyer can meet these commitments. It will also reduce the incidence of impulse purchases and the risk of animals being abandoned.

### Consultation questions

59. Are the considerations of conditions at a proposed new home fit for purpose?  
60. What improvements could be made?

## 38 Information and advice to new owners

The current Pet Shop Code requires that at time of purchase of an animal, clients must be offered, at no charge, accurate written information on the care of the animal purchased (see S10.1.4). Despite this, the current Pet Shop Code only encourages the person in charge to include specific information.

The draft Pet Shop S&G proposes to require specific information to be included in the written information provided to new owners.

It also proposes that all dogs and cats being sold must be accompanied with a vaccination certificate detailing the dog's or cat's vaccination history, and any other preventative and veterinary treatments provided.

Educating owners about responsible pet ownership and the minimum care requirements of an animal directly contributes to improved animal welfare. The provision of detailed information ensures that the care and welfare of an animal is maintained once an animal leaves the facility.

### Consultation questions

61. Are the requirements for information and advice to new owners fit for purpose?  
62. What improvements could be made?

## Part 8 Special requirements for the care of animals

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

The current Pet Shop Code requires that rabbits, rats, mice and guinea pigs must be fed a balanced and complete diet (see S13.1.14). In addition to the other current requirements, the draft Pet Shop S&G proposes to make the following compulsory:

- Standards: The person in charge of the pet shop must ensure:
  - rabbits and guinea pigs are provided with plentiful grass hay daily,
  - nest boxes must be provided for breeding females,
  - wooden gnawing blocks must be provided,
  - suitable non-toxic bedding is provided and discarded daily,



- rabbits, guinea-pigs, rats and mice are given a suitable refuge in which to hide or sleep, and
- the tip of any nipple drinker for drinking water does not come into contact with bedding or food.

Rabbits and guinea pigs are grazing animals, and require a constant source of hay for their nutritional needs. These animals are also prey animals, and may become distressed by the presence of humans. It is therefore important that they are provided with a refuge area in which they can conceal themselves and escape visual contact, or to sleep.

### Consultation questions

63. Are the special requirements for rabbits, rats, mice and guinea pigs fit for purpose?
64. What improvements could be made?

## 43 Special requirements for reptiles

There are no special requirements for reptiles in the current Pet Shop Code. The draft Pet Shop S&G proposes to include standards and guidelines specific to the care and welfare of reptiles.

- Standards: The person in charge of the pet shop must ensure:
  - a reptile's housing is safe for it to occupy and includes protections from hazards such as trapping, crushing, burning, electrocution and drowning,
  - reptile housing is totally enclosed except for one viewing panel, and includes cage furniture that allows total concealment of the reptile,
  - 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,
  - ultra violet light is provided to diurnal reptile species that require it for normal functioning,
  - housing for a reptile of a species that sloughs its skin includes suitable abrasive materials to assist it to slough,
  - 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,
  - a visual barrier is provided for reptiles that display nervous or timid dispositions, that:
    - allows the reptile to block its view of spectators and visitors, and
    - is not located at the low end of the housing's temperature range,
  - each reptile is provided with an appropriate temperature gradient to allow normal physiological functioning and behaviour,
  - the reptile cannot contact a heat source that is hot enough to burn it,
  - temperature readings are taken regularly from locations where each reptile spends substantial amounts of time,
  - aquatic and semi-aquatic species are provided with access to an appropriate aquatic environment in which appropriate temperature ranges are maintained,
  - aquatic and terrestrial aspects of housing has an appropriate substrate or housing bottom to avoid excessive abrasion of shells and skin.
  - materials that swell when they are swallowed are not used as a substrate,
  - food for omnivorous lizards and turtles is varied and periodically enriched with vitamins and calcium phosphate,

- 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
- reptiles are not fed immediately prior or during transport to reduce the risk of regurgitation.

Under Part 2 of the *Biodiversity Conservation Act 2016* (BC Act), the Office of Environment and Heritage (OEH) may grant an animal dealer licence, a class of biodiversity conservation licence, to allow a person to commercially trade in traditionally traded native bird species and a limited number of reptile species.

The business of an animal dealer can only be carried out at the premises specified on the animal dealer's registration certificate. In the case of reptiles, this can only be a pet shop as defined in the policy.

Prospective animal dealers are required to demonstrate appropriate knowledge and skills in keeping native animals prior to the issue of a licence by OEH, and demonstrate compliance with the conditions of their licence and the Animal Welfare Code of Practice – Animals in Pet Shops, which is administered by the Department of Primary Industries.

Reptiles are a unique class of animals, with unique needs. It is therefore important that standards for their care are included in the draft Pet Shop S&G.

It is not intended to include standards concerning native amphibians and mammals as the commercial trade of native amphibians and mammals is not permitted in NSW.

#### **Consultation questions**

- 65. Are the special requirements for reptiles fit for purpose?
- 66. What improvements could be made?

## **Part 9 Humane destruction**

### **45 Method of humane destruction**

There are no requirements for the method of humane destruction in the current Pet Shop Code. The draft Pet Shop S&G proposes to make the following compulsory:

- Standards: The person in charge of a facility 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.

Although intravenous administration of pentobarbitone sodium is the most common and appropriate method of euthanasia for dogs and cats, it is not the most appropriate method for some other species housed in pet shops. It is important to allow alternative methods appropriate to other species.

#### **Consultation questions**

- 67. Are the requirements for method of humane destruction fit for purpose?
- 68. What improvements could be made?

## 46 Who may perform humane destruction

The current Pet Shop Code requires that euthanasia of dogs and cats may be performed only by a veterinary surgeon or a person who is an authorised euthanasia technician (see S8.3.1.2). It is proposed to update the requirements for humane destruction so that it may only be performed by a veterinary practitioner, except in emergency situations.

The draft Pet Shop S&G proposes to make the following compulsory:

- Standards: 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.
- Standards: In emergency situations, if the veterinary practitioner cannot attend the facility, the animal may be humanely destroyed under the direction of the veterinary practitioner.
- Standards: 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.

Veterinary practitioners are considered experts in their field. It is important that dogs and cats are euthanased by a competent qualified person. AWAC has provided advice that euthanasia must only be carried out by a veterinary practitioner for pet shops. Requiring a veterinary practitioner to euthanase dogs and cats ensures that a considered decision is made in the interests of the animal's welfare, and that the euthanasia is carried out by an experienced professional.

It is accepted however that on occasion emergencies arise, where transporting a dog or cat in an emergency situation may cause undue stress and have a negative impact on the animal's welfare. The proposed standards allow euthanasia in emergency circumstances e.g. where a veterinary practitioner may not be close by, or where transporting an animal may cause greater harm. In these situations a person in charge will be required to make contact initially with a veterinary practitioner to seek advice and agree on appropriate method of euthanasia.

### Consultation questions

69. Are the requirements for who may perform humane destruction fit for purpose?

70. What improvements could be made?

## Appendix A

Feedback form for printing and mailing to:

**Animal Welfare  
Biosecurity and Welfare  
Department of Primary Industries  
Pet Shop S&G consultation  
161 Kite St  
Orange NSW 2800**

### Privacy Notice – draft Pet Shop S&G consultation

When you give us your feedback, the Department of Primary Industries (DPI) will be collecting some personal information about you, in particular:

- your name
- your email address
- the name of your organisation (if provided)
- any personal information you decide to put in the additional comments fields

All feedback received through this consultation process may be made publicly available. Please do not include any personal information in your feedback that you do not want published.

This information is being collected by DPI as part of the draft Pet Shops S&G consultation process. As part of that process, we may need to share your information with people outside DPI, including other public authorities and government agencies. We may also use your email contact details to send you notifications about further feedback opportunities or the outcome of consultation.

You should also be aware there may be circumstances when DPI is required by law to release information (for example, in accordance with the requirements of the *Government Information (Public Access) Act 2009*).

Responses are to be received by **5pm, Friday 22 December 2017** via mail or email to [animal.welfare@dpi.nsw.gov.au](mailto:animal.welfare@dpi.nsw.gov.au) with subject 'Pet Shop S&G' consultation.

**Please complete the following information:**

**Mr / Mrs / Ms**

**First name**

**Surname**

**Position & Organisation**

**Email**

**Address**

**Contact telephone**

Street no./Mailbox no.:

Business:

Street name:

Mobile:

Suburb & Post Code:

## Feedback form

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### Focus area and questions

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#### 4 Interpretation

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Question 1. Are the definitions provided clear and easily understood?

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Yes / No

Comment:

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Question 2. Should there be any additional definitions included?

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Yes / No

Comment:

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Question 3. What improvements could be made?

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Comment:

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#### 5 Responsibilities and competency of staff

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Question 4. Are the qualifications or competencies required for pet store staff adequate?

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Yes / No

Comment:

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Question 5. Does the phased in period of 2 years provide sufficient time for pet shops to meet the minimum staff training requirements?

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Yes / No

Comment:

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Question 6. What improvements could be made?

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Comment:

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### **6 Required numbers of staff**

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Question 7. Are the required numbers of pet shop staff fit for purpose?

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Yes / No

Comment:

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Question 8. Should there be an average amount of time calculated for the care of rabbits, guinea pigs, rats, mice, birds, fish and reptiles?

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Yes / No

Comment:

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Question 9. Should there be a separate minimum staff ratio included for the care of other species (aside from dogs and cats)?

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Yes / No

Comment:

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Question 10. What improvements could be made?

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Comment:

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## **7 Staff training register**

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Question 11. Are the requirements of the training register adequate?

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Yes /No

Comment:

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Question 12. Should there be additional information required to be kept in the training register?

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Yes / No

Comment:

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Question 13. What improvements could be made?

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Comment:

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## **8 Directory of information about animals**

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Question 14. Are the requirements of the Animal Directory adequate?

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Yes / No

Comment:

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Question 15. Should there be additional information required to be kept in the Animal Directory?

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Yes / No

Comment:

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Question 16. What improvements could be made?

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Comment:

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## **12 Written operating procedures**

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Question 17. Are the procedural documents required to be kept fit for purpose?

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Yes / No

Comment:

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Question 18. Should there be any additional procedural documents required to be kept?

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Yes / No

Comment:

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Question 19. What improvements could be made?

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Comment:

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## **13 Construction standards**

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Question 20. Are the design and construction standards fit for purpose?

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Yes / No

Comment:

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Question 21. Are the proposed minimum housing size requirements for reptiles appropriate?

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Yes / No

Comment:

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Question 22. What improvements could be made?

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Comment:

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#### **14 Lighting of animal housing**

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Question 23. Are the lighting standards fit for purpose?

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Yes / No

Comment:

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Question 24. What improvements could be made?

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Comment:

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#### **15 Ventilation of animal housing**

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Question 25. Are the ventilation standards fit for purpose?

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Yes / No

Comment:

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Question 26. What improvements could be made?

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Comment:

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## **16 Temperature of animal housing**

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Question 27. Are the temperature standards fit for purpose?

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Yes / No

Comment:

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Question 28. What improvements could be made?

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Comment:

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## **18 Animal treatment room**

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Question 29. Are the requirements for an animal treatment room fit for purpose?

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Yes / No

Comment:

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Question 30. What improvements could be made?

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Comment:

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## **19 Isolation facilities**

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Question 31. Are the requirements for an isolation facility fit for purpose?

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Yes / No

Comment:

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Question 32. What improvements could be made?

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Comment:

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## **21 Special animal housing**

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Question 33. Are the requirements for special animal housing fit for purpose?

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Yes / No

Comment:

---

Question 34. What improvements could be made?

---

Comment:

---

## **22 Sleeping area requirements**

---

Question 35. Are the requirements for sleeping areas fit for purpose?

---

Yes / No

Comment:

---

Question 36. What improvements could be made?

---

Comment:

---

### **23 Design of housing for security purposes**

---

Question 37. Are the requirements for security of animal housing fit for purpose?

---

Yes / No

Comment:

---

Question 38. What improvements could be made?

---

Comment:

---

---

### **25 General standards for the care of animals**

---

Question 39. Are the requirements for the general standards for animal care fit for purpose?

---

Yes / No

Comment:

---

Question 40. Should there be Appendices of suggested enrichment for other species included e.g. rabbits, guinea pigs, rats, mice, birds and reptiles?

---

Yes / No

Comment:

---

Question 41. Are the Appendices meaningful and easily understood?

---

Yes / No

Comment:

---

Question 42. What improvements could be made?

---

Comment:

---

---

## **26 Food and water requirements**

---

Question 43. Are the food and water requirements fit for purpose?

---

Yes / No

Comment:

---

---

Question 44. What improvements could be made?

---

Comment:

---

---

## **27 Cleanliness and hygiene requirements**

---

Question 45. Are the cleanliness and hygiene requirements fit for purpose?

---

Yes / No

Comment:

---

---

Question 46. What improvements could be made?

---

Comment:

---

---

## **28 Requirements when transporting animals**

---

Question 47. Are the transport requirements fit for purpose?

---

Yes / No

Comment:

---

---

Question 48. What improvements could be made?

---

Comment:

---

### **29 Monitoring health status of animals**

---

Question 49. Are the requirements for monitoring the health status of animals fit for purpose?

---

Yes / No

Comment:

---

Question 50. What improvements could be made?

---

Comment:

---

### **30 Arrangements with a veterinary practitioner**

---

Question 51. Are the requirements for arrangements with a veterinary practitioner fit for purpose?

---

Yes / No

Comment:

---

Question 52. What improvements could be made?

---

Comment:

---

---

### **31 Veterinary treatment of animals**

---

Question 53. Are the requirements for veterinary treatment of animals fit for purpose?

---

Yes / No

Comment:

---

Question 54. What improvements could be made?

---

Comment:

---

---

### **33 Control of parasites**

---

Question 55. Are the requirements for pest and parasite control fit for purpose?

---

Yes / No

Comment:

---

Question 56. What improvements could be made?

---

Comment:

---

---

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

---

Question 57. Are the requirements for animals to be sold fit for purpose?

---

Yes / No

Comment:

---

---

Question 58. What improvements could be made?

---

Comment:

---

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

---

Question 59. Are the considerations of conditions at a proposed new home fit for purpose?

---

Yes / No

Comment:

---

Question 60. What improvements could be made?

---

Comment:

---

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

---

Question 61. Are the requirements for information and advice to new owners fit for purpose?

---

Yes / No

Comment:

---

Question 62. What improvements could be made?

---

Comment:



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#### **40 Special requirements – rabbits, rats, mice, guinea pigs**

---

Question 63. Are the special requirements for rabbits, rats, mice and guinea pigs fit for purpose?

---

Yes / No

Comment:

---

Question 64. What improvements could be made?

---

Comment:

---

---

#### **43 Special requirements for reptiles**

---

Question 65. Are the special requirements for reptiles fit for purpose?

---

Yes / No

Comment:

---

Question 66. What improvements could be made?

---

Comment:

---

---

#### **45 Method of humane destruction**

---

Question 67. Are the requirements for method of humane destruction fit for purpose?

---

Yes / No

Comment:

---

Question 68. What improvements could be made?

---

Comment:

---

---

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

---

Question 69. Are the requirements for who may perform humane destruction fit for purpose?

---

Yes / No

Comment:

---

Question 70. What improvements could be made?

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Comment:

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#### **General**

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Comments:

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