

# National Code of Practice 2008

## Pet Industry Association of Australia Ltd

### Pet Care Professionals

Compliance with this Code of Practice and included Code of Ethics is a mandatory requirement for membership of the Pet Industry Association of Australia



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## **Pet Industry Association Membership & Accreditation**

The Pet Industry Association of Australia is the peak body representing the pet industry in Australia. All Pet Industry Association members must sign to their ongoing compliance to this National Code of Practice. Pet Industry Association Accredited Members have been externally audited using criteria drawn from this code and have demonstrated that they comply with it.

## **Pet Industry Association Policies**

Pet Industry Association policies reflect the members' desire to promote the professional pet industry, and encourage responsible pet ownership. Policy statements are under constant review and are posted on the Association's website. Hard copies may also be obtained on request from the Association's Registered Office.

The Association has a robust policy development mechanism which includes consultation with members, provision of external expertise (where appropriate) and a review process based on changes within the industry or external environment.

## **What Do Pet Industry Association Members Believe?**

Pet industry Association Members are united by a common set of beliefs. Pet Industry Association members believe that:

- 1. The welfare of the animals in our charge and under our care must be paramount**
- 2. Membership of the Pet Industry Association should be based on professionalism and high standards.**
- 3. All Australians who can responsibly own a pet should have the opportunity to do so.**
- 4. Pets are essential for a healthy society.**
- 5. The Pet Industry Association of Australia should be involved on behalf of the industry on any issue that has the potential to negatively affect pet ownership.**
- 6. Members who do not conform to the Code of Practice should have their Association membership revoked.**
- 7. The Pet Industry Association of Australia should be inclusive and not exclusive, provided that all members meet the standards of the Code of Practice**
- 8. Pet Industry Association members commit to self regulation as well as adhering to all state and federal regulatory requirements.**

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**NOTE: THE WORD "STAFF" IN THIS CODE REFERS TO ALL THOSE PERSONS WORKING IN THE ESTABLISHMENT INCLUDING THE PROPRIETOR, PAID STAFF, VOLUNTEERS, AND THOSE UNDERTAKING WORK EXPERIENCE.**

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# PET INDUSTRY ASSOCIATION MEMBER'S CODE OF ETHICS

## **In relation to the animals that may be in my care, I will:**

- Maintain the highest standards of welfare that I can in accordance with this Code of Practice and Codes in various jurisdictions.
- Shall take any necessary action to prevent any acts of cruelty or mistreatment to animals under my care and to protect those animals from undue stress or discomfort.
- Not offer for sale any animal classified as protected fauna other than those species legally acquired under the relevant State and/or Federal regulations.
- Ensure that my employees in charge of livestock are knowledgeable about the care and needs of all species in their care.

## **In relation to regulators in the industry, I will:**

- Respect and embrace all laws, regulations and Codes that apply to my business.
- Progress toward demonstration of my professionalism through accreditation.
- Avoid illicit activities and dealing with those who are not working within the law.

## **In relation to my colleagues, I will:**

- Encourage them to act in accordance with this Code and take action in the presence of unethical behaviours.
- Acknowledge and support the professional strengths, experience and diversity that my colleagues bring to the industry and avoid any action that might denigrate any individual or business in the industry.
- Collaborate with my colleagues to generate a culture of professionalism, renewal and continuous improvement in the industry.

## **In relation to my suppliers, customers and employees I will:**

- Deal with individuals with courtesy and respect, providing justice and equity of opportunity.
- Seek to resolve issues and complaints using good faith and lack of defensiveness.
- Communicate openly, honestly and relevantly.
- Develop these attributes in the staff that I employ.

## **In relation to my business, I will:**

- Keep all necessary records to demonstrate my compliance to the Code of Ethics and Code of Practice.
- Seek to develop and maintain the highest professional standards in my business.
- Ensure that my staff and suppliers are aware of my adherence to the Code of Practice and Code of Ethics and seek to develop these same standards in these stakeholders.
- Respect the environment in my management of waste and use of resources.
- Only use The Pet industry Association of Australia logo, or reference to the Association in any form (past or present), while I am a member of the Association.



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## PET INDUSTRY ASSOCIATION MEMBERS' CODE OF PRACTICE

### PET INDUSTRY ASSOCIATION MISSION STATEMENT

"The Mission of the Pet Industry Association is to represent members and lead the pet industry."

#### Introduction

The Pet Industry Association of Australia is recognised as the peak national body representing the diverse enterprises that encompass the Australian pet industry.

This Code sets the minimum standard expected of Pet Industry Association members for the care, management and trade of companion animals. Membership of the Pet Industry Association is conditional upon a member's ongoing compliance with this Code.

In addition, many Pet Industry Association members strive to achieve higher professional standards through the Pet Industry Association accreditation program which is not mandatory and is outlined in separate documentation to this Code.

- Pet Industry Association members and their staff must comply with this Code of Practice and Code of Ethics to the extent that it applies to their business.
- A current Pet Industry Association membership sticker and Code of Ethics must be displayed prominently at the place of business. The sticker declares their compliance to this code.

Pet Industry Association members must also be compliant with all relevant state and federal laws, regulations and Codes of Practice impacting on their business or activity, including wildlife regulations.

The Pet Industry Association acknowledges and thanks the members that have contributed time and experience to produce past and present National Code/s of Practice.

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**All enquiries about this Code can be referred to the Pet Industry Association of Australia National Office:**



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## GENERAL REQUIREMENTS

### 1.0 The Proprietor

The Proprietor is solely responsible for providing for all care and welfare needs of animals, staff and facilities under the control and ownership of the business, including but not limited to:

- 1.1 Ensuring compliance with all relevant Codes and Regulations
- 1.2 Where animals are for sale, sell ONLY animals old enough, healthy enough and appropriate to the needs of the animals and the clients and ensure purchasers fully understand the ongoing needs of the animal.
- 1.3 The provision of quality facilities that suit the environmental, physical, behavioural and social requirements of the animals kept for sale (see also species requirements in Section 28-32).
- 1.4 Protection of livestock from overhandling, particularly by children.
- 1.5 Protection of livestock from disease, distress, stress or injury.
- 1.6 Setting in place arrangements with a veterinary surgeon to ensure prompt attention as required.
- 1.7 Ensuring maintenance of clean, tidy and hygienic conditions in the business environment
- 1.8 Ensuring that all products/items for sale conform to state and federal requirements and that these do not endanger the safety of animals or users.
- 1.9 Ensuring all staff are appropriately skilled, experienced &/or qualified to undertake the tasks to which they are assigned when required to handle/manage animals demonstrate a compassionate attitude to animals as well as technical skills.
- 1.10 Ensuring that *at all times* adequately qualified and experienced staff are available to provide appropriate services to the public and the animals in their care. This includes adequate product knowledge to avoid inappropriate sales.
- 1.11 Undertaking all reasonable measures to ensure staff health and safety, and to manage all relevant workplace risks, including the risk of contracting zoonotic disease by those in direct contact with animals.
- 1.12. Ensuring that any injured or ill staff members seek appropriate medical attention.
- 1.13 Ensuring that certain staff members are properly trained to meet particular State and Territory requirements e.g. Certified First Aid staff, Fire Wardens etc.
- 1.14 Providing adequate ongoing training to ensure optimal animal and staff health and welfare. This includes induction training and ongoing staff and proprietor training.
- 1.15 Ensuring adequate systems and processes, written procedures and record keeping are in place to demonstrate the above without ambiguity.

## **2.0 Staff**

EACH staff member has the responsibility to ensure that:

- 2.1 They are appropriately trained and/or experienced to undertake all tasks they are required to undertake, particularly for roles including handling and management of animals
- 2.2 They bring to the attention of their manager or the proprietor any deficiencies in their knowledge or skills in relation to their roles, particularly for roles including the handling and management of animals and including species specific knowledge and skills.
- 2.3 They are aware of their obligations under this Code, including the Code of Ethics
- 2.4 They can adequately provide members of the public with detailed and accurate information about the care and management of the species of animals in their care and/or the products that they recommend.
- 2.5 They are knowledgeable and trained in the use of medications to treat ill animals under their control and empowered to seek professional veterinary advice when appropriate.
- 2.6 They are trained to provide appropriate information at the time of sale of a new pet, including procedures to minimise the risk of impulse purchase. (See also sections 24 & 25)
- 2.7 Regardless of the circumstances, they maintain a professional and compassionate attitude toward the public, the animals in their care and the other staff with whom they work.
- 2.8 They can recognise stress in the animals under their care, including breathing, feeding, postural, and behavioural signs.
- 2.9 Any deviations from this Code are immediately reported to the manager or proprietor.

## **3.0 Non-Livestock retail operations, agencies and subcontractors**

- 3.1 Non-Livestock retail operations are required to comply with all elements of this Code except those directly related to the sale and management of animals.
- 3.2 Businesses, proprietors and staff acting as agents for the sale or care of animals (i.e. the animal is not owned by the business, but the business is responsible for facilitating sale or care) must ensure that all individuals or businesses from which these animals are obtained comply with this Code in all respects.
- 3.3 Businesses, proprietors and staff of companies that act as offices for subcontracted animal carers or other subcontractors, must ensure that all subcontractors under their direction comply fully with this Code.

#### **4.0 Security**

- 4.1 Premises and animal enclosures must be secure against ingress of unwanted animals, persons or pests.
- 4.2 All external openings must prevent escape of animals or easy removal of products or equipment without authorisation.
- 4.3 Adequate security must be in place to ensure the safety of staff, the public and any animals on the premises

#### **5.0 Emergency**

- 5.1 A business risk assessment should be made to identify risks that may result in emergencies.
- 5.2 An Emergency plan must be available for fire, threat, chemical spills and other emergencies as appropriate, and staff trained in its use.
- 5.3 Formal procedures must be in place to ensure (where practical), the swift and safe evacuation of animals from the premises in the case of fire or other emergencies.
- 5.4 The proprietor should provide the local RSPCA/Police or other relevant authorities with up-to-date emergency contact details, including that of a nominated veterinarian.
- 5.5 The Proprietor must ensure that all products on site have been assessed for safety and Material Safety Data Sheets must be available as appropriate.
- 5.6 Appropriate fire fighting equipment must be readily available and staff trained and practiced in its use. **WARNING:** some fire retardants may be toxic to animals and these should not be used except as a last resort.

#### **6.0 Waste**

- 6.1 All waste products including chemicals, aquarium waste water, waste foods, disposable bedding and dead animals must be disposed of promptly and hygienically, and in accordance with the requirements of the local government authority.

#### **7.0 Pest Control**

- 7.1 Pests including fleas, flies, lice, mosquitoes, cockroaches and wild rodents are all a potential health hazard to staff and livestock and must be controlled.
- 7.2 Specialist advice must be sought before pest control operations are conducted, in order to protect the health and safety of staff and animals.
- 7.3 Chemicals used for pest control must be approved by the relevant government authority and used in accordance with the manufacturer's instructions. In some cases, MSDS's and ongoing staff monitoring may also be required.

## **SPECIAL CRITERIA FOR OPERATIONS THAT DIRECTLY HANDLE ANIMALS (GROOMING, BOARDING, LIVESTOCK RETAIL, BREEDERS AND SERVICES HANDLING ANIMALS)**

### **8.0 Care of Animals – General**

- 8.1 Animals must be protected from distress or injury from other animals, particularly larger or predatory species or from excessive handling or interference from adult customers and children.
- 8.2 Animals in high traffic areas require additional attention to avoid stress and procedures must in place to manage this issue
- 8.3 All equipment used with animals must be designed and maintained to minimise the risk of stress, illness or injury.

### **9.0 Special infection risks associated with animals**

- 9.1 The proprietor and staff must reduce the risk of transmission of animal diseases to humans (zoonoses), which may include but is not limited to:
- 9.2 Adequate hand washing/cleansing facilities &/or gloves must be provided.
- 9.3 Any person who routinely works with animals should be immunised against tetanus.
- 9.4 Any person who works with animals should be made aware of the risk of zoonotic disease, including toxoplasmosis, psittacosis, and transmission of fungi and bacteria; and the measures that they should take to minimise the risk.
- 9.5 The proprietor should work with staff and external agencies as appropriate to assess and manage these risks, and staff should be trained, informed and regularly assessed on their adherence to risk mitigation procedures.

### **10.0 Animal Attendants**

- 10.1 Procedures must be in place to ensure that all animals receive the appropriate level of daily attention/inspection, feeding, hygiene and exercise over weekends and public holidays.
- 10.2 Staff and clients handling animals should avoid cross-contamination by washing and disinfecting hands or wearing gloves prior to handling animals.
- 10.3 All animals must be carefully inspected a minimum of once a day to monitor their health and well-being and records must be kept of the findings.
- 10.4 The attendant must note if each animal is:
  - Eating
  - Drinking
  - Defecating and Urinating
  - Behaving normally
  - Showing any obvious signs of illness, stress or distress
  - Able to move normally

- 10.5 Management and staff must be familiar with signs of common diseases for each species held.
- 10.6 Any changes in health status must be promptly reported, and action promptly taken by the person responsible to ensure the animal's well being and reduce disease spread.

### **11.0 Sick (or suspected sick) Animals**

- 11.1 Prompt and appropriate veterinary care must be provided for sick or injured animals and the owner notified where appropriate.
- 11.2 Any sick animal and all those in the same enclosure; and any injured animal must be isolated in an area away from contact with the public and other animals until fully recovered or returned to the owner.
- 11.3 Where treatment is impractical or unsuccessful, or the situation is an emergency with no reasonable prospect of recovery and not to act would constitute cruelty, or the owner cannot be located, or the owner has requested the action; then the animal should be humanely destroyed (euthanased). Euthanasia of dogs and cats must only performed by a veterinarian. Note that for other species, the stress of transportation to the veterinary practice may provide significantly greater stress than humane euthanasia by a trained operator at the business premises.
- 11.4 Veterinary advice (and possible autopsy) should be obtained in the event of unexplained illness or death.

### **12.0 Veterinary Care**

Business agreement(s) (preferably written) should be sought with a Veterinarian(s) to attend the various species of animals in the care of Pet Industry Association members.

### **13.0 Routine Medical Care**

- 13.1 Dogs, Cats, Rabbits and Ferrets should be vaccinated, wormed and treated for external parasites (as appropriate) prior to admittance to Boarding, Grooming, Walking, and Daycare establishments or receiving in-home care from external sources; to reduce the risk of transmission of pests, parasites and disease.
- 13.2 Puppies and Kittens sold through retail establishments should receive the full recommended vaccination program, worming program and any required treatment for external parasites commencing prior to admission to the retail store and continuing while they are at the store and until they are sold.
- 13.3 "Second chance pets" (See 24.3 for definition) should be fully vaccinated, wormed, treated for external parasites and desexed prior to entry into a member business for sale.
- 13.4 Desexing schemes are encouraged e.g. vouchers, referrals, cooperation with local veterinary practices

## **14.0 Record Keeping**

Appropriate records must be kept for:

- 14.1 The acquisition and disposal of animals.
- 14.2 Illness and death of animals.
- 14.3 Veterinary treatment including routine treatment for fleas, ticks and internal parasites.
- 14.4 Trading in animals that are subject to regulatory control.

## **15.0 Hygiene around animals**

- 15.1 All cages and pens holding animals must be cleaned on a regular basis and records of cleaning must be kept.
- 15.2 All cages, pens and containers must be cleaned and/or disinfected according to the species as often as needed, but at least once every week and when an enclosure is vacated.
- 15.3 Animal enclosures and equipment must be managed to minimise cross-infection risk.
- 15.4 Cleaning and disinfection chemicals and materials must be chosen on the basis of their suitability (including suitability for species), safety and effectiveness and must only be used in accordance with the manufacturer's instructions.
- 15.5 Hygiene measures must minimise the risk of animal: animal transmission of disease including nose: nose contact, vaccination protocols, materials and equipment hygiene

## **16.0 Housing**

- 16.1 Housing requirements will vary according to the individual, age, species and physiological status (e.g. pregnancy). Regardless of the minimum cage sized provided in the species specific requirements section, any animal showing stress in the housing provided must be moved into premises that remove the stress. This stress can be a result of hierarchy, excessive or insufficient size, location in relation to other pens/animals and social needs.
- 16.2 Housing should provide sufficient space for the animals to stand, move around, stretch and rest swim or fly freely at each physiological stage and as suitable for each species.
- 16.3 Proprietors and staff must ensure the provision of exercise as appropriate to the species, individual and the duration of care.
- 16.4 Housing for all animals must be designed and maintained to minimise the risk of injury, disease, theft or escape with secure doors or gates.
- 16.5 All surfaces of cages, containers or pens must be constructed of impervious, non-toxic, washable materials to facilitate cleaning and disinfection.
- 16.6 Housing must be designed and constructed in such a way, so as to prevent excessive contact with or handling of animals by customers and other non-staff visitors.

- 16.7 Enclosures must allow ease of cleaning, feeding, watering and the regular inspection of all animals in the enclosure.
- 16.8 Bedding should be provided as appropriate to the species and should be cleaned and disinfected as regularly as required to maintain hygiene
- 16.9 Appropriate toileting facilities should be provided within the housing structure and cleaned and disinfected as often as necessary to maintain hygiene and ensure no odours.
- 16.10 Special provision must be made to prevent the young of any species being overlain or stressed by larger individuals in the same enclosure.
- 16.11 Animals must be provided with adequate space in their enclosures to allow suitable sleep.

### **17.0 Temperature**

- 17.1 Premises in which caged animals are kept must be maintained at temperatures and humidity levels that minimise stress and are appropriate to the species. Room temperature may not exceed 30 degrees Celsius and may not fall below 15 degrees Celsius without appropriate measures being taken to provide a suitable micro-climate for the animal's needs.
- 17.2 Animals must not be removed into the open from a controlled environment when the outside temperature exceeds 33 degrees Celsius unless immediate action is taken to reduce stress e.g. transfer from the open air to a room or vehicle.
- 17.3 Sufficient heating and/or cooling should be provided for all animals and particularly young animals as necessary to maintain comfort and freedom from temperature stress.
- 17.4 Animals must not be housed where they will be exposed to direct sunlight without significant measures taken to ensure that the animals have suitable micro-climate temperatures and adequate ventilation at all times during daylight hours.

### **18.0 Ventilation**

- 18.1 The premises and individual pens/cages must provide adequate exchange of air to ensure that the atmosphere is constantly fresh and clean, avoiding dampness and minimizing noxious odours and potential disease risk.
- 18.2 Caged animals must be protected from strong draughts.

### **19.0 Lighting**

- 19.1 The duration and intensity of internal lighting should be as close as possible to natural conditions.
- 19.2 Lighting must be sufficient to enable thorough inspection of animals by staff.
- 19.3 Artificial lighting must not generate excess heat except in situations where this heat is required and temperature controlled e.g. for some reptiles
- 19.4 Enclosures must be protected from excessive light at night, when lights must be subdued or turned off.

## **20.0 Noise and Pollution**

- 20.1 Businesses holding livestock must be located away from sources of excessive noise or pollution that is likely to stress or injure animals. Where this is not possible then animals should have microclimate that is protective, or respite for at least 12 hours daily.
- 20.2 Loud or sudden noise which may distress animals should be avoided.

## **21.0 Food and Water**

- 21.1 Animals must receive appropriate and sufficient food to maintain good health and growth, recognising the special needs of differing ages and species. (See also "species requirements")
- 21.2 Care must be taken to ensure each animal receives the required amount of food, particularly in group housing.
- 21.3 Food must be stored in a manner that prevents contamination and deterioration. All food must be prepared hygienically.
- 21.4 Food and water containers must be stable, non-toxic and easily cleaned and disinfected. Containers must be readily accessible to animals and positioned to avoid spillage or contamination.
- 21.5 Spoiled food must be removed and suitable disposal undertaken.
- 21.6 Fresh water must be available in sufficient quantity and for sufficient time from appropriate containers, properly and regularly cleaned; as appropriate to the species and type of housing. Ideally water will be available at all times.

## **22.0 Transport**

**NOTE: TRANSPORTATION DISTRESSES SOME ANIMALS AND SHOULD BE MINIMISED**

- 22.1 All animals transported to or by a Pet Industry Association member should be boxed, caged or suitably restrained to ensure their security and protection whilst in transit. The size of containers and crates for the transport of animals by air, road and rail is dictated by IATA regulations to which Australia is a signatory.
- 22.2 Fish should be provided with sufficient air to allow for at least twice the expected duration of transport.
- 22.3 Transport cages must permit an animal to turn around, but otherwise should be of an appropriate size to avoid trauma during transport.
- 22.4 Animals must be protected from extremes of temperature during transport.
- 22.5 The consignor and consignee should confirm departure and arrival times of animals with the carrier. In the event of delay or cancellation, the carrier must ensure the welfare of animals in transit and attached documentation must specify and include this responsibility.
- 22.6 Adequate and appropriate food and water must be provided, particularly during long periods of long-distance transport.
- 22.7 Animal transport containers must provide adequate light and ventilation and must be strong enough to withstand handling and possible stacking.

- 22.8 Containers in which animals are transported must be clearly labelled. Consignor and consignee contact details including phone number(s) must be shown as well as date and time of departure.
- 22.9 The animal must be suitably identified, where possible, with external identification, microchip, labelling of internal containers etc to allow identification if the transport container is lost or damaged.

### **23.0 Hydrotherapy**

Members who undertake hydrotherapy must be aware of, and comply with, the UK Canine Hydrotherapy Association Code of Practice

## **SALE OF ANIMALS**

### **24.0 Selection of stock for sale**

- 24.1 Retailers must ensure that their livestock suppliers comply fully with all relevant state and federal regulations and codes relating to breeding and sale of companion animals.
- 24.2 Stock for sale should preferably come from known sources, ideally accredited by the Association. The Pet Industry Association requires members to reject stock from "Puppy farms" (as defined by "Wikipedia" and on the Association website) or sources that fail to provide appropriate care of breeding stock.
- 24.3 "Second chance pets" must be acquired from recognised animal shelters (e.g. Council Pounds, RSPCA, Animal Welfare League), or from an individual who due to circumstances must rehome an animal; and not from hoarders representing themselves as animal shelters. For the avoidance of doubt, members should visit the shelter and assess quality of shelter care and conditions prior to taking stock for sale/rehoming.
- 24.4 Different animal species (except those fully compatible) should not be housed together.
- 24.5 Wherever possible, newly introduced animals should not be mixed with existing stock until they have been health checked, preferably by a veterinarian or quarantined for an appropriate period.
- 24.6 Any animal that has become stressed by excessive viewing or handling must be removed from public view/access and monitored.
- 24.7 No animal known to be or suspected of being sick or injured is to be sold.

### **25.0 Consumer protection & guarantees**

Pet shops are strongly encouraged to use the Pet Industry Association draft "Animal Health Guarantee" available on [www.piaa.net.au](http://www.piaa.net.au), or incorporate policies on animal sales including:

- If an animal is returned for reasons other than health, the retailer will observe local consumer protection law but make the animal's welfare the primary focus when resolving any consumer conflict.
- With the exception of aquatic species, the retailer is strongly encouraged to offer a minimum "7 day guarantee" such that if within 7 days an animal is returned for reasons

other than health, the retailer will offer a minimum of 50% refund and accept the return of the animal for re-sale, as a method of reducing the impact of ill-considered purchase.

- If an animal dies or is euthanased as a result of a disease traceable to the point of sale, the pet shop proprietor will refund the purchase price or offer a replacement animal with the same guarantee

## **26.0 Provision of Relevant Information**

26.1 To minimise the impact of ill-considered purchase, the purchaser must be provided with appropriate written information concerning the care and husbandry of the animal at the time of purchase. This information should cover matters such as:

- o The appropriate diet for the animal, or a diet sheet.
- o Vaccination schedule.
- o The general care, housing and management of the animal.
- o Advice and program for parasite control.
- o Grooming needs
- o Common diseases, their prevention and management.
- o The desirability, and advantages of desexing both male and female dogs, cats, rabbits, guinea pigs and ferrets acquired as pets.
- o The responsibilities inherent in companion animal ownership.
- o Any regulatory requirements related to the animal including registration, microchip identification, wildlife licensing etc.

26.2 The health and social value of owning a pet should also be included in the written information provided to purchasers.

## **27.0 "Impulse" purchase of animals**

27.1 For the purposes of this section, an "impulse" purchase is the purchase of an animal that is ill-informed, ill considered or inappropriate to the behavioural or physical needs of the pet or the owner. While adult purchasers should always take responsibility for their own behaviour, retailers should manage such sales to minimise the welfare risk to the animal

27.2 Proprietors and staff must ensure no impulse purchase of "second chance" pets.

27.3 Policies, procedures and staff training must ensure that impulse sales of livestock or sales to inappropriate purchasers do not occur. These processes may include, but are not limited to any of the following elements:

- High purchase price for the pets, producing a financial disincentive
- Limiting refunds to 75% maximum, producing a financial disincentive to impulse purchase while still encouraging the animal to be returned
- Staff interviews which examine the match of the proposed pet to the family (including "meeting" other animals in the family if necessary)
- "Cooling off" period of 24 hours prior to purchase (particularly for dogs and cats, or "second chance pets")
- "Cooling off" period of 7 days after purchase (not fish) to allow return of animals
- Staff discussion of "checklist of requirements" prior to purchase to ensure purchasers understand their responsibilities and the needs of the animal.
- Assistance in rehoming animals that have previously been purchased from the store.
- Ensuring registration and/or identification of dogs and cats to improve identification if the animal is surrendered.

## **SPECIAL REQUIREMENTS BY SPECIES**

**NOTE THAT PET CARE LEAFLETS AND DOWNLOADABLE BROCHURES MAY BE AVAILABLE ON THE PET INDUSTRY ASSOCIATION WEBSITE FOR MEMBER USE ONLY.**

### **28.0 Dogs and Puppies, Cats and Kittens**

- 28.1 Dogs in particular are social animals with a "linear hierarchy". Cats are less social but may still be housed in groups. Care should be taken to ensure that individuals are compatible, as social incompatibility can result in bullying, injury, loss of access to feed and water and altered sleeping patterns. If this occurs, removal and alternative housing of either the most or least dominant animal/s until social harmony is achieved must be carried out.
- 28.2 Care must be taken in selling highly assertive ("Alpha") dogs in particular to inexperienced owners.
- 28.3 Puppies and kittens under 8 weeks of age must not be offered for sale or accepted for boarding (the latter except in exceptional circumstances).
- 28.4 Dogs with docked tails (tail amputation at any level), clipped ears, or debarked, or any other treatment prohibited by law, must not be offered for sale.
- 28.5 Dogs must not be sold, or accepted for Boarding or Grooming or other service provision unless vaccinated with C5 (or registered equivalent) as a minimum, and accompanied by a current vaccination certificate signed by a veterinarian.
- 28.6 Dogs must not be sold unless microchipped and microchipping should be encouraged prior to acceptance for Boarding, Grooming or Training.
- 28.7 Cats must not be sold unless vaccinated against feline infectious enteritis and feline respiratory disease (cat flu) as a minimum, and accompanied by a current vaccination certificate signed by a veterinarian.
- 28.8 Cats should preferably be microchipped (mandatory in some states) prior to sale or acceptance for Boarding or Grooming
- 28.9 Signs of illness in Dogs and Cats requiring prompt action include any changes to normal activity, changes in normal secretions/excretions (faeces, urine, saliva, eye and nasal secretion), changes in behaviour (particularly lethargy), bleeding, changes to coat or body swelling should result in immediate medical attention.
- 28.10 Cats must be provided with litter trays containing a sufficient depth of suitable material. Litter trays must be checked daily, scooped and replenished or changed. All litter must be changed regularly and trays must be washed and disinfected at each change.
- 28.11 Bedding must be provided. It must be clean and changed frequently (where appropriate) to maintain a comfortable enclosure.
- 28.12 Dogs and Cats must receive appropriate, uncontaminated and nutritionally adequate food according to the currently accepted requirements for the species, breed and age.

- 28.13 Adult dogs and cats must be fed at least daily. Pregnant and lactating animals and pups up to 6 months of age, and kittens up to 8 months of age should be fed at least twice daily.
- 28.14 Suitable feeding containers must be provided to ensure that each animal has easy access to feed and staff should ensure that all animals feed.
- 28.15 Dogs must receive exercise of at least 20 minutes per day, either as a single run or of 10 minutes duration twice daily. This may be in an area that allows them to run freely, or by walking them on a lead where this is a more practical option.
- 28.16 All personnel working with cats, especially females of childbearing age must be made aware of the risk of contracting toxoplasmosis.
- 28.17 Persons training dogs must ensure that they are knowledgeable in the use of any training aid used, to a level that ensures no welfare detriment to the animal.

**Example Minimum cage sizes for sale of animals from retail outlets – suitable only for 4 weeks housing**

Species	Minimum Floor area cm <sup>2</sup>	Minimum width cm	Minimum height cm	Maximum number of animals	Increased area for each additional Animal - cm <sup>2</sup>
<b>DOGS</b>					
<b>Puppies (8-16 weeks)</b>					
Less than 3 kg	6000	60	50	4	1500
Over 3 kg	6000	60	50	2	3000
<b>Adults (height)</b>					
Less than 40 cm	15000	90	180	1	
40-70cm	24000	90	180	1	
over 70cm	35000	90	180	1	
<b>CATS</b>					
Kittens (8-12 weeks)	6000	60	50	4	1500
Adults	6000	60	50	1	

**NOTE: Sample minimum cage sizes are a guide only and should not be used as any substitute for examination of the physiological or stress states of the animal. Any animal stressed, regardless of the conditions, should be moved to more appropriate housing or the stressors managed as appropriate.**

## **29.0 Ornamental Fish**

- 29.1 Retailers shall not trade in any fish or plant species listed as noxious or otherwise restricted in their State or Territory.
- 29.2 In some states and territories there may be Government produced codes governing the operations of aquarium/aquatic outlets. These codes are enforceable.
- 29.3 Fish tanks must be protected from adverse environmental extremes.
- 29.4 Water changes must be adequate to maintain good water quality in relation to population density.
- 29.5 Unless other provisions are made, tank lids or other appropriate devices must be fitted and kept in place to prevent escape of fish.
- 29.6 Water chemistry must be checked regularly and appropriate measures taken to correct any imbalance.
- 29.7 All electrical equipment such as lights and heaters must be connected to safety switches and regularly checked for correct performance and safety.
- 29.8 Filtration equipment must be adequate for the species and tank/pond population densities, and effective at all times.
- 29.9 Fish must be fed as often as required with appropriate food according to species requirements.
- 29.10 All fish nets should be disinfected after use in each aquarium.
- 29.11 Fish showing signs of illness must be attended to immediately and where necessary, separated from other fish to prevent the spread of disease or molestation by healthy fish.
- 29.12 The use of medications in the treatment of diseased or injured aquatic animals shall be carried out quickly and humanely to provide a cure to the species concerned. Proper prescribed medications for the relevant disease must be used.
- 29.13 Any dead aquatic animal shall be disposed of in a manner that will not be the cause of a disease being released into natural waterways, e.g. in garbage used as landfill, and not via storm water.
- 29.14 Retailers should suggest their customers advise them of unwanted aquatic animals and aquatic plants with a view to "re-homing" them and preventing them being dumped into natural waterways. There is no obligation to repurchase, refund or take unquarantined animals into the shop/aquarium.
- 29.15 Retailers will advise and make relevant literature available to their customers to help educate them in responsible aquatic animal ownership.
- 29.16 If manufacturing glass aquaria, separate "Recommendations for Manufacture" MUST be followed. These are to be found on the Association web site.

## STOCKING DENSITY GUIDELINES FOR FISH IN PET SHOPS

These are guidelines only and stocking densities may be exceeded in some circumstances if water quality permits. When water quality falls below acceptable standards, reduced stocking density is required until or the water quality is improved. The total volume of the system must be measured and taken into account in determining the actual stocking densities.

Suggested stocking densities are as follows.

	Grams of fish	Nominal size <i>Per 100ltr tank of fish</i>
<b>Cold Freshwater</b>		
Fish up to 5cm	800g per 100ltr tank	0.5 to 4 grams or 100cm <sup>2</sup> per 25mm of Fish Body Length (Excluding tail)
<b>Tropical Freshwater</b>		
Fish up to 5cm	150g per 100 litre tank	0.5 to 4 grams or 500 cm <sup>2</sup> per 25 mm Fish Body Length (Excluding tail)
Fish over 5cm	250g per 100 litre tank	4 grams or more or 300 cm <sup>2</sup> per 25 mm Fish Body Length (Excluding tail)
<b>Tropical Marine</b>		
Fish up to 5cm	100g per 100 litre tank	0.5 to 3 grams or 800 cm <sup>2</sup> per 25 mm Fish Body Length (Excluding tail)
Fish over 5cm	200g per 100 litre tank	3 grams or more or 400 cm <sup>2</sup> per 25 mm Fish Body Length (Excluding tail)

**NOTE: Sample minimum sizes are a guide only and should not be used as any substitute for examination of the physiological or stress states of the animal. Any animal stressed, regardless of the conditions, should be moved to more appropriate housing or the stressors managed as appropriate.**

### Water Quality Criteria

#### Cold Water Fish

*Dissolved Oxygen	min	6mg/litre
*Free ammonia	max	0.02 mg/litre
Nitrite	max	0.2 mg/litre
Nitrate	max	50mg/litre above ambient tap water

#### Tropical Fish

*Dissolved Oxygen	min	6mg/litre
*Free ammonia	max	0.02 mg/litre
Nitrite	max	0.2 mg/litre
Nitrate	max	50mg/litre above ambient tap water

#### Tropical Marine Species

*Dissolved Oxygen	min	5.5mg/litre
*Free ammonia	max	0.01 mg/litre
Nitrite	max	0.125 mg/litre
Nitrate	max	40mg/litre
pH	min	8.1

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

## **30.0 Birds**

- 30.1 Retailers and/or their staff must be fully compliant with the wildlife licensing system in their state or territory if they trade in native species.
- 30.2 Retailers must be fully conversant with Government regulations in their state pertaining to the welfare of captive birds.
- 30.3 Hand reared birds must be fully weaned and self sufficient before sale.
- 30.4 Where possible, birds should be housed in a bird room in a separate part of the shop, with an extraction fan system to remove as much feather dander and dust as possible and reduce the risk of zoonotic disease
- 30.5 Birds should be protected from draughts
- 30.6 All birds must have access to fresh food suitable for that species, and water at all times.
- 30.7 Cage size, shape and construction must provide security to birds and avoid unnecessary stress or potential for injury. Cages must be large enough to ensure that the bird(s) can fully extend and flap their wings.
- 30.8 Where cages and aviaries have solid floors, they should be covered with a suitable non-toxic disposable material.
- 30.9 Sufficient perches, roosting areas and feed/water stations must be provided to meet the needs of all birds in a cage or aviary.
- 30.10 Perches must be of a diameter, construction and material appropriate to the species, and placed to ensure the well being of the birds and to prevent food and water contamination.
- 30.11 Except where it is a species requirement, birds must be fed out of suitable containers and not directly off the floor.
- 30.12 Fresh fruit, greens or seeding grasses should be supplied where appropriate to provide variety and nutrient supplementation.
- 30.13 Grit and other vitamin/mineral supplements should be available to reduce the potential for nutrient deficiencies.
- 30.14 Birds must be monitored for health as they can "hide" disease signs. These signs include
  - Change in appearance of droppings
  - Change in food and/or water consumption
  - Change in appearance or posture, weight loss
  - Enlargements or swellings
  - Vomiting, regurgitation, injury or bleeding
  - Discharge, stains or scabs from nostrils, eyes or beak
  - Excessive feather loss
  - Lameness or sores on feet, or overgrown beak or nails
- 30.15 A heated hospital cage should be provided for the isolation and treatment of sick or injured birds away from view to minimise stress.

30.16 All personnel working with birds particularly parrots must be aware of the risk of contracting psittacosis (avian chlamydiosis). Although the risk is small, staff should also make the disease known to first time bird owners.

30.17 If wing clipping is performed, it may only be performed by a trained and experienced operator.

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

### Bird Display Cages - Indoor and Outdoor

Size of Bird Approx length	INDOOR DISPLAY CAGE DIMENSIONS				OUTDOOR DISPLAY CAGE DIMENSIONS			
	Minimum floor area	Number of birds	Minimum height	Increased floor area for each additional bird	Minimum floor area	Number of birds	Minimum height	Increased floor area for each additional bird
	cm2		cm	cm2	cm2		cm	cm2
<b>100mm (10cm)</b> Zebra Finches, Cubans, Double bar, Orange breasted waxbills Fife canaries	900	6	30	150	15000	100	180	150
<b>200mm (20cm)</b> Neophemas, Budgerigars, Yorkshire canaries Varied Lorikeets Musk Lorikeets	1600	10	40	160	15000	75	180	200
<b>300mm (30cm)</b> Rosellas, Cockatiels, Rainbow lorikeets, Bronzewing Pigeons	6000	10	100	600	60000	100	180	600
<b>400mm (40cm)</b> King Parrots, Princess & Superb, Ringneck Parakeets, Galahs & Corellas	6000	4	100	1000	60000	40	180	1000
<b>500mm (50cm)</b> Sulphur-crested Cockatoos	6000	3	100	2000	60000	30	160	2000

**NOTE: Sample minimum cage sizes are a guide only and should not be used as any substitute for examination of the physiological or stress states of the animal. Any animal stressed, regardless of the conditions, should be moved to more appropriate housing or the stressors managed as appropriate.**

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

- 31.1 Enclosures must be designed to ensure the well being of the animals, to prevent escape and prevent access by unauthorised persons.
- 31.2 Enclosures must be designed to minimise draughts, disease transmission, and stress and contain an area for the animals to avoid exposure to bright lights.
- 31.3 Enclosures must enable animals room to move about and rest without disturbance.
- 31.4 Nesting boxes should be provided for breeding females.
- 31.5 Litters under one week of age should be disturbed as little as possible and kept in special maternity enclosures.
- 31.6 Suitable non-toxic bedding must be provided and replaced frequently.
- 31.7 Wooden gnawing blocks should be provided for rodents.
- 31.8 Animals should be fed a cubed or pelleted ration, supplemented by fresh greens for rodents.
- 31.9 Water must be constantly available and supplied in suitable containers. When using bottles with a nipple drinker the tip must not come into contact with bedding or food.
- 31.10 Animals must be checked at least once daily for any signs of illness or disease and should be wormed before being sold.
- 31.11 Ferrets require adequate handling and socialisation develop as a suitable pet.
- 31.12 Ferrets should be vaccinated to the recommended schedule prior to sale where possible.

#### **Example Minimum cage sizes for sale of animals from retail outlets – suitable only for 4 weeks housing**

Species	Minimum Floor area cm2	Minimum width cm	Minimum height cm	Maximum number of animals	Increased area for each additional Animal - cm2
<b>RABBITS</b>					
Young (6-12 weeks)	6000	60	50	6	300
Adults	6000	60	50	2	600
<b>GUINEA PIGS</b>	2500	50	40	4	600
<b>MICE</b>	600	20	20	2	300

**NOTE: Sample minimum cage sizes are a guide only and in the case of rodents are under review. Cage sizes should not be used as any substitute for examination of the physiological or stress states of the animal. Any animal stressed, regardless of the conditions, should be moved to more appropriate housing or the stressors managed as appropriate.**

NOTE Juvenile mice (less than 8 weeks) may be housed 4 to a pen.

## **32.0 Reptiles and Amphibians**

- 32.1 Most reptile and amphibian species have different requirements for heat, light, food, water and shelter. At least one staff member must be knowledgeable and experienced in the care of each species kept at all times.
- 32.2 Retailers must be fully compliant with the wildlife licensing system operating within their state or territory and this Code of Practice.
- 32.3 Appropriate care sheets containing specialist information for the species should be provided with each animal sold. These must contain specific information on feeding, heating, lighting, housing requirements. It should suggest appropriate information sources for clients to expand their knowledge.
- 32.4 Reptiles/amphibians are very sensitive to vibration and noise. Display, housing and hospital cages must be positioned to minimize vibration and disturbance.
- 32.5 Reptile/amphibian cages and aquaria must be lockable and tamper proof.
- 32.6 All reptiles/amphibians require external sources of heat to maintain body temperature. Temperature requirements vary between species. Reptiles must be kept at a suitable temperature for proper food digestion
- 32.7 Amphibians require continuous sources of water to maintain hydration, appropriate to the species. Fresh Water must be available in suitable containers. Some species require misting to allow skin absorption of moisture.
- 32.8 Heat sources must be on a thermostat to regulate cage heat. Thermometers must be placed in the cage to monitor thermostat performance and gauge temperature gradient.
- 32.9 All cages must have vents to allow air circulation.
- 32.10 Glass aquariums lose heat readily. Ensure heating system is adequate to provide the environmental requirements of each species.
- 32.11 UVA and UVB are essential for some species and will benefit all reptiles. UV lights should be on timers set to daylight hours only. UVA and UVB tubes are not heaters
- 32.12 Avoid placing cages in direct sunlight as sunlight through glass may cause overheating.
- 32.13 Records must be kept of feeding behaviour, including amounts and dates of feeding.
- 32.14 Dietary requirements vary with the species – ensure correct diets are available.
- 32.15 Feeding behaviour – feeding in groups may lead to dominant behaviour patterns causing sub-dominants to miss feeds. Be aware of the behaviour patterns of each species housed.
- 32.16 Feeding Time – reptiles are usually shy feeders and should be fed outside normal shop opening times unless the animal has a special requirement.
- 32.17 Juveniles require special attention in food selection and provision. Requirements vary greatly between species. Housing and heating requirements also differ from those suitable for adults and individual housing may be necessary. Overcrowding must be avoided.

- 32.18 All facilities must provide an adequate hospital cage for sick or injured animals.
- 32.19 A veterinarian with reptile/amphibian experience must be consulted in the case of illness or injury of housed reptiles.
- 32.20 A quarantine and preventative treatment program should be designed in conjunction with a veterinarian experienced with reptiles/amphibians.
- 32.21 Transport cages must be non crushable and ventilated. The containers must be compatible with the species being transported.
- 32.22 Stock should only be sourced from suitably qualified or experienced outlets.
- 32.23 Retailers should consider a "take back" or "rehoming" facility to minimise the risk of inappropriate outcomes for reptiles and amphibians.

**Example Minimum cage sizes for sale of animals from retail outlets**

Species	Minimum Floor area cm2	Minimum width cm	Minimum height cm	Maximum number of animals	Increased area for each additional Animal - cm2
<b>SNAKES</b>					
Up to 100cm	2000	45	35	2	1000
100-250cm	4500	50	50	2	
250-400cm	6000	50	50	2	
over 400cm	10000	90	75	1	
<b>LIZARDS</b>					
<b>Geckos, skinks, etc</b>					
to 25cm snout to vent	1800	30	20	3 adults or 10 juveniles	300
<b>Monitors, dragons, etc</b>					
to 30cm total length *	2100	40	40	3 adults or 10 juveniles	350
to 50cm total length **	2500	40	40	2 adults or 5 juveniles	600
to 90cm total length ***	7000	90	60	1	3500
<b>Monitors</b>					
to 120 cm total length	10000	90	90	1	5000
to 200 cm total length	30000	150	120	1	15000
<b>FROGS</b>					
Small	1800	30	40	3	400
Large	2500	50	30	6	150
<b>TORTOISES</b>					
				MINIMUM WATER DEPTH	
Carapace 0-10cm	1800	30	20	3	300
Carapace 10-20cm	3600	40	30	3	600
Carapace over 20cm	6000	40	30	3	1500

**NOTE: Sample minimum cage sizes are a guide only and should not be used as any substitute for examination of the physiological or stress states of the animal. Any animal stressed, regardless of the conditions, should be moved to more appropriate housing or the stressors managed as appropriate.**

**NOTES** Juvenile reptiles may be housed individually in holding units with a minimum floor area of 480 cm2. These units may be stored in one temperature controlled enclosure.

\* This group includes Black Rock, Tree, White's, and Striped Skinks.

\*\* Includes heavy bodies, slower moving species such as Blue-tongue, Shingle back, Gidgee Skinks.

\*\*\* Includes Land Mullet, Yakka, and King's Skink.