



NATIONAL CODE OF PRACTICE

Version 3

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Disclaimer

The information contained in this publication is a National Code of Practice defined by the Pet Industry Association of Australia (PIAA). Users are reminded that compliance with this Code is a requirement of Membership of the PIAA.

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

Compliance

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

PREFACE

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

INTRODUCTION

Members of the Association must comply with all relevant Federal, State and Territory Legislation and/or Codes of Practice in relation to their business operations. In the absence of Legislation or a Code of Practice in the member's State or Territory, it is a requirement that the member complies with the Association's Code of Practice and Standards and Guidelines for Best Practice.

MEMBER 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 the PIAA Code of Practice, the PIAA Standards and Guidelines for Best Practice and any other state or federal laws, regulations and codes which impact on my business operations
- 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 laws and regulations
- Ensure that my staff are responsible for the care and management of all livestock kept
- Ensure that my staff are trained in the care and individual needs of the species in my care

In relation to regulators in the industry, I will:

- Respect and embrace all laws, regulations and Codes of Practice that apply to my business
- Progress toward demonstrations of my professionalism through accreditation where available
- 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 of Ethics 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
- Agree to report any member or non-member of the Association for any serious breach of this Code

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

- Deal with individuals with courtesy and respect, providing justice and equity or 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
- Always act in a manner to achieve the best possible animal welfare outcome

In relation to my business, I will:

- Keep all necessary records to demonstrate my compliance to this Code of Ethics and the Association's 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 this Code of Ethics and the Association's Code of Practice 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 financial member of the Association

WHAT DO PET INDUSTRY ASSOCIATION OF AUSTRALIA MEMBERS BELIEVE?

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

1. The welfare of 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 confirm to the Code of Practice and Code of Ethics 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

STANDARDS & GUIDELINES FOR BEST PRACTICE

The Association regularly reviews its Standards & Guidelines for Best Practice in line with industry codes of practice, legislation and regulations. The process is inclusive and incorporates the knowledge and experience of its membership together with external industry expertise.

Standards

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

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

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

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

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