

Table 2: Non-conformance categorisation guidelines

Category	Minor	Major	Critical
Records and Procedures			
Authorities	Authority not on public display		
	Authorities do not reflect species exhibited		
Monitoring records	Establishment does not have up-to-date animal record sheets	Establishment does not have any animal record sheets	
	Establishment does not have sufficient records on individual animals		
	Establishment does not have sufficient post mortem examination records for relevant mortalities and disposal	Establishment does not have any post mortem examination for relevant mortalities and disposal	
		Animal record sheets and individual animal records do not comply with requirements	
Dangerous animals		The establishment does not have procedures in place for handling dangerous animals	
		The establishment's procedures for handling dangerous animals are not adequate to ensure compliance to the NSW Standards.	
Hand raising procedures	The establishment does not have sufficient procedures for hand raising.		
	The establishment does not have sufficient records for hand raising.		
	Procedures or records for hand raising animals do not comply with the Standards.		
Contingency plan and vet access for the transport (MS – Clause 7.2/7.3)	No documented contingency plan available for transport of animals.		
	Transport procedures are inadequate.		
	The documented contingency plan does not comply with the mobile standards.		
	Authority holder has not provided plans for Veterinary assistance if an animal is		

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	injured during transport.		
Husbandry			
Daily health checks (GS Clause 46)		Health checks not carried out daily.	
		Health checks have not identified issues with animals.	
	Daily health checks do not comply with the Standards.		
Off-exhibit enclosures	Health treatment enclosures are not managed as outlined in the NSW Standard.		
	Short term enclosures are not managed as outlined in the NSW Standard.		
	Medium term enclosures are not managed as outlined in the NSW Standard.		
Transport containers and vehicle(s) (MS – Clause 6.4,5)	Long term enclosures are not managed as outlined in the NSW Standard.	Transport containers are not escape proof.	
	Transport containers do not allow inspection of animals or environmental conditions.		
		Transport containers carrying venomous or dangerous species not appropriately signposted.	
			Transport vehicles are not safe for staff or animals.
		Transport containers cannot be adequately secured to transport vehicles.	
		Faeces not contained in the transport vehicle.	
		Transport vehicles do not comply with mobile standards.	
Nutrition, Hygiene and Health			
Animals humanely kept / exhibited			Diseased or injured animals not provided veterinary treatment.
			Dead animals in exhibits or holding areas.
			Sick or moribund animals in exhibits or holding areas.
			Neglected animals found at establishment.

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		Animals with heavy parasite burden found at establishment	
Veterinary procedures (GS Clause 47, 49 & 50)		The establishment does not have sufficient arrangements for veterinary procedures.	
		Euthanasia procedures not carried out by a vet.	
Vet chemicals	Vet chemicals are not housed as prescribed or labelled.		
			Schedule 8 drugs are not stored securely.
		The establishment does not have vet permission for the administering of S4 & S8 drugs.	
	Veterinary inspections and treatments are not sufficiently recorded and available at time of audit.		
Food preparation and storage (GS – Clause 38 & 40)	Food preparation area does not comply with the Standards.		
	Food preparation is not carried out indoors or sufficiently screened.		
	Food preparation area(s) are not constructed from materials that can be readily cleaned.		
	Food not stored under refrigeration or frozen.		
	Toxic materials not securely stored in preparation areas.		
Drinking water		Clean drinking water is not available for animals.	
		Clean drinking water is not available in all enclosures with animals.	
	Stagnant water accessed by animals.		
Enclosures exhibits and housing			
Fencing (GS Clause 21)		Enclosures do not ensure animals cannot escape.	Enclosures do not ensure dangerous animals cannot escape.
		Outer perimeter fence does prevent unauthorised entry by	

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		people or animals.	
			Enclosure fences do not ensure the safety of staff or visiting public.
		Fences and building materials do not comply with the NSW Standards.	
		Fences do not comply with specific species requirements.	
Exhibit /Off display/ Isolation/Quarantine areas /Treatment facilities		Isolation, quarantine, or treatment facilities not available	
		Isolation, quarantine, or treatment facilities do not comply with the NSW Standards.	
		Off exhibit facilities do not comply with the NSW Standards.	
		Facilities do not comply with the NSW Standards.	
Facility and enclosures maintenance		Facilities and enclosures not adequately maintained in a good state of repair?	
Naturalistic settings, furniture and vegetation (GS - Clause 9.5)	Enclosure does not resemble naturalistic settings.		
	Enclosure does not have appropriate furnishings.		
	Furnishings do not resemble the animal's natural habitat		
	Furnishings do not provide sufficient enrichment.		
	Enclosure vegetation does not comply with the NSW Standards.		
	Enclosure vegetation is not appropriately located or placed.		
	Enclosure vegetation is not species appropriate.		
	Electrical equipment does not comply with the Standards.		
Human Safety			
Appropriate signage (GS Clause 24)	Establishment does not have appropriate exit signage.		

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	Establishment does not have appropriate hand wash signage.		
	Establishment does not have appropriate warning signage.		
	Establishment does not have appropriate educational signage.		
	Exhibit signage does not contain information outlined in the NSW standard.		
	Education opportunities not sufficiently provided to visitors.		
	Signage does not comply with the Standards.		
Visitor facilities (toilet, hand-washing, and shelter, seating and first aid kits) (GS Clause 8)		Establishment does not have adequate toilet and/or hand washing facilities.	
	Toilet and/or hand washing facilities are not adequately maintained.		
	Establishment does not have adequate shelter and seating facilities.		
		Establishment does not have adequate first aid equipment.	
			Animals kept or displayed in a manner which is not safe for visitors and staff
Personnel and Training			
Staff experience and qualifications (GS- Clause 3)	Establishment does not have records of staff experience and qualifications	Staff not sufficiently experienced or competent	
	Site staffing and records do not comply with the Standards.		