# ANIMAL WELFARE CODE OF PRACTICE 

## ANIMALS IN PET SHOPS



Title
Animal Welfare Code of Practice: Animals in Pet Shops

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For updates to this publication, check
http://www.dpi.nsw.gov.au/animal-welfare
Published by NSW Department of Primary Industries
First published August 2008
ISBN 9780734719133
ISSN 1327-8086

## Disclaimer

The information contained in this publication is a Code of Practice defined under the Prevention of Cruelty to Animals (General) Regulation 2006. Users are reminded that compliance with this Code is a requirement under the Regulation. 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 New South Wales Department of Primary Industries website.

## TABLE OF CONTENTS

(1) PREFACE • 1
(2) INTRODUCTION•2
(3) INTERPRETATION AND DEFINITIONS•3
3.1 Interpretations • 3
3.2 Definitions • 3
(4) STAFF RESPONSIBILITIES • 5
(4.1) Person in charge $\cdot 5$
(4.2) Staff • 7
(4.3) Staff health and safety $\cdot 7$
(5) ANIMAL HOUSING•8
(5.1) Accommodation • 8
(5.2) Environment • 9
(5.3) Security • 10
(6) HYGIENE•10
(6.1) Cleaning and disinfection • 10
(6.2) Pest control • 11
(7) MANAGEMENT • 12
(7.1) Care of animals $\cdot 12$
(7.2) Record-keeping • 13
(8) HEALTH CARE • 14
(8.1) HEALTH CHECKS • 14
(8.2) VETERINARY CARE • 15
(8.3) EUTHANASIA • 15
(9) FOOD AND WATER • 16
(10) SALE OF ANIMALS • 17
(11) TRANSPORT • 19
(12) SPECIAL REQUIREMENTS FOR DOGS AND CATS • 20
(13) SPECIAL REQUIREMENTS FOR RABBITS, RATS, MICE AND GUINEA PIGS • 21
(13.2) Guidelines • 22
(14) SPECIAL REQUIREMENTS FOR FISH•22
(15) SPECIAL REQUIREMENTS FOR BIRDS • 23

APPENDIX 1: MINIMUM CAGE SIZES • 26

APPENDIX 2: WATER QUALITY CRITERIA•27

## (1) PREFACE

This Code outlines the principles that everyone involved in the keeping and selling of animals through pet shops must use to protect the welfare of the animals in their care. By adhering to this Code, people involved in this industry are demonstrating to the general community their concern for the welfare of the animals in their care.

When humans manipulate or limit an animal's choices in relation to its physical or social environment, the welfare of that animal must be considered. Humans have a duty of care towards these animals, and the greater the level of control of an animal or intervention with its environment, the greater the responsibilities become.

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.

Compliance with the Code does not remove the need to abide by the requirements of the Prevention of Cruelty to Animals Act 1979 and any other laws, such as the Local Government Act 1993 or the National Parks and Wildlife Act 1974 and their 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 20 of the Prevention of Cruelty to Animals (General) Regulation 2006.
- Evidence of failure to meet a standard may be used in proceedings under Clause 20 of the Prevention of Cruelty to Animals (General) Regulation 2006.
- In more serious cases, failure to meet a standard may support a prosecution for an offence under the Prevention of Cruelty to Animals Act 1979.

Animal retailers in NSW will be expected to conduct themselves in accordance with this Code of Practice and thus 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 20 of the Prevention of Cruelty to Animals Regulation 2006. A breach of this provision of the Regulation may lead to a maximum court-imposed fine of 25 penalty units (currently $\$ 2,750$ ).

Under the Prevention of Cruelty to Animals Act 1979, 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.

This Code has been prepared in consultation with the Pet Industry Association of Australia, RSPCA NSW, the NSW Animal Welfare League, and other people and organisations involved in the industry. It is also endorsed by the NSW Animal Welfare Advisory Council.

The Code is neither a complete manual on animal husbandry, nor a static document. It will be revised from time to time to take into account new knowledge of animal physiology and behaviour, technological advances, developments in standards of animal welfare, and changing community attitudes and expectations about the humane treatment of animals.

## (2) INTRODUCTION

2.1 This Code sets the standards for the care and management of animals kept for the purpose of sale, as defined by this Code.
2.2 It applies to the welfare of dogs, cats, rabbits, guinea pigs, rats, mice, birds, fish and other vertebrate species.
2.3 The business of breeding and selling, auctioning or giving away of reptiles through a pet shop is regulated in NSW under the National Parks and Wildlife Act 1974.
2.4 This Code comprises both enforceable provisions (Standards) and recommended practice (Guidelines).
2.5 The sale, or keeping for sale, of an animal or animals in the following circumstances are exempted from the requirements of this Code:

- Where the animal is part of a competitive display of household pets.
- Where the animal is part of a competitive display of domestic farm animals.
- Where the animal is sold or offered for sale in the course of carrying on the business of animal research, or in the course of carrying out animal research, without contravening the Animal Research Act 1985.
- Where the animal is at an agricultural show or show parade conducted by the Royal Agricultural Society or a society that is a member of the Agricultural Societies Council.
- Where the animal is a fish that is kept at: a fish hatchery, or a fish farm, for the purpose of commercial food production, or re-stocking of lakes, dams or waterways.
- Where the animal is a lawful captive and is at a meeting of an association dedicated to the keeping of that type of animal.
- Where the animal is kept by a dog or cat breeder, or by an animal shelter or council pound, activities for which the standards are set by other Codes in this series.


## (3) INTERPRETATION AND DEFINITIONS

## (3.1) INTERPRETATIONS

## Objectives

The intended outcome(s) for each section of this Code.

## Standards

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

## Guidelines

Guidelines describe the best practice agreed on at a particular time following consideration of scientific information and accumulated experience. They also reflect society's values and expectations regarding the care of animals. A guideline usually advocates a higher standard of care than do minimum standards, except where the standard is best practice.

Guidelines will be particularly appropriate where it is desirable to promote or encourage better care for animals than is provided by a minimum standard. Guidelines are also appropriate where it is difficult to determine an assessable standard.

Guidelines are identified by a heading 'Guidelines' and always use the term 'should'.

## Notes

Notes describe practical procedures, where appropriate, to achieve the minimum standards and guidelines.

## (3.2) DEFINITIONS

### 3.2.1 Animal

For the purposes of this Code an animal is a dog, cat, rabbit, guinea pig, rat, mouse, bird, fish or other vertebrate species.

### 3.2.2 Authorised euthanasia technician

A person who has acquired competency (through training, qualifications and experience) in humanely destroying dogs and cats.

### 3.2.3 Behavioural enrichment

The provision of stimuli that promote appropriate behavioural and mental activities, resulting in improved animal health and activity.

### 3.2.4 Emergency management plan

A document that details the response to an actual or imminent event or situation that endangers, or threatens to endanger, the safety or health of persons and animals and that may destroy or damage, or threaten to destroy or damage, property.

### 3.2.5 Manager

A person, including an owner, who directly or indirectly controls a pet shop. If the control is indirect, this is likely to be through entering into a contract with another person, corporation or organisation for the operation of the facility.

### 3.2.6 Market

A meeting of people for the purpose of selling and buying goods, including animals, which is constructed of temporary fixtures and facilities, at which animals are kept for short periods of residence.

### 3.2.7 Owner

The owner of an animal may be: the person to whom the animal belongs (in the sense of property belonging to a person), or the person by whom the animals is ordinarily kept, or the registered owner of the animal.

### 3.2.8 Person in charge

The person who has any animal/s in their possession or custody or under their care, control or supervision, and who is responsible for meeting the welfare needs of the animal/s (from the Prevention of Cruelty to Animals Act 1979). The person in charge may refer to the owner of an animal or the manager, staff, or volunteers of a retailer, depending on the situation.

The person in charge, in relation to a facility, includes the owner of the facility or the person expressly appointed by the owner as the Manager of the facility.

### 3.2.9 Pet shop

A shop or place used for the conduct of a business, in the course of which an animal is kept for the purposes of sale; includes markets, as defined by this Code.

### 3.2.10 Sale

The transfer of ownership of an animal or animals. This concept includes causing, permitting or suffering an animal to be sold by auction, barter, exchange or other supply; it also includes attempts to sell or offer to sell, expose, supply, possess or receive animals.

### 3.2.11 Staff

Employees and volunteers that work in the pet shop.

### 3.2.12 Volunteer

A member of the public who is not paid, but works in a voluntary capacity under the supervision of the person in charge.

### 3.2.13 Zoonosis

Any disease that is communicable to humans from an animal species.

## (4) STAFF RESPONSIBILITIES

## Objectives

All persons involved in the care and management of animals in pet shops should be competent and aware of their responsibilities.

## (4.1) PERSON IN CHARGE

### 4.1.1 Standards

4.1.1.1 The person in charge of the pet shop is responsible for compliance with all enforceable provisions within this Code, the Prevention of Cruelty to Animals Act 1979 and any other relevant legislation. This includes the provision of appropriate housing and equipment and the supervision of all staff associated with the facility, whether working full or part time and whether or not working for fee or reward.
4.1.1.2 The person in charge of the facility must ensure a copy of this Code and any operating procedures are kept at the facility and are accessible to all staff.
4.1.1.3 The person in charge of the facility must ensure that all staff are aware of their responsibilities towards animals and that each species of animal is kept in the care of knowledgeable and experienced staff.
4.1.1.4 Each person who has duties in relation to the care or treatment of animals must be appropriately supervised at all times.
4.1.1.5 Staff and volunteers must be made aware of the public and occupational health risks associated with the care and management of animals and of the appropriate steps that must be taken to reduce or eliminate them.
4.1.1.6 A person in charge must 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 from distress or injury caused by other animals or interference by people.
- Cleaning and proper hygiene in the facility.


### 4.1.2 Guidelines

4.1.2.1 A person in charge should implement management practices to ensure that, where appropriate, employees are trained and experienced in:

- animal behaviour and social needs
- the receipt and release of animals
- housing of animals
- animal husbandry
- the handling and control of animals
- moving, transporting and capture of animals
- identifying signs of health and ill health in animals, including identifying symptoms of stress or when prompt veterinary care is required
- procedures for the care of sick and injured animals
- special requirements of old or young animals
- disease and parasite control and prevention
- emergency management procedures
- the keeping of records.
4.1.2.2 Trainees and volunteers should work under the direct supervision of experienced staff.
4.1.2.3 The person in charge is encouraged to employ staff who have formal training and qualifications in animal care and management, or who are in the process of completing such training.
4.1.2.4 The person in charge is encouraged to employ staff who have First Aid training, or to provide First Aid training to staff members who do not have such qualifications.
4.1.2.5 The person in charge should ensure the implementation of policies, procedures and staff training that eliminate the sale of animals to inappropriate purchasers.
4.1.2.6 The person in charge should maintain a staff training register and ensure that all training is provided on a biennial basis.


## Note

For information on nationally recognised animal services qualifications, see: www.ntis.gov.au.

## (4.2) STAFF

### 4.2.1 Standards

4.2.1.1 All staff must be aware of their responsibilities as defined within the provisions of this Code, the Prevention of Cruelty to Animals Act 1979 and any other relevant legislation.

### 4.2.2 Guidelines

4.2.2.1 Members of staff should be knowledgeable and experienced in the care of each species of animals kept.

## (4.3) STAFF HEALTH AND SAFETY

### 4.3.1 Guidelines

4.3.1.1 In order to provide for the health protection of the animal handlers in pet shops, the following safeguards are required by the OHS legislation:

- adequate hand washing facilities should be available
- staff should be immunised against tetanus
- all personnel should be aware of the risk of zoonosis.


## (5) ANIMAL HOUSING

## Objective

The accommodation, environment and security of animals must be of a standard that ensures their safety and wellbeing.

## (5.1) ACCOMMODATION

### 5.1.1 Standards

5.1.1.1 Animal enclosures must prevent access to animals by unauthorised people, unless under supervision by a staff member.
5.1.1.2 All solid surfaces of animal enclosures must be impervious or painted, to facilitate cleaning and disinfection.
5.1.1.3 All animal enclosures must meet the minimum requirements for size, as provided in Appendix 1 of this document. The minimum requirements set out in Appendix 1 do not remove the need for animals to have sufficient space to rest, stand, stretch, swim, fly or move freely, as appropriate to the species.
5.1.1.4 All animals when displayed must be within the confines of the pet shop, where they are supervised.
5.1.1.5 Animals must be able to withdraw, where appropriate, to a quiet, dark and well ventilated area within their enclosure to allow them to take sleep breaks.
5.1.1.6 Animal enclosures must be maintained to minimise the risk of injury to animals.

### 5.1.2 Guidelines

5.1.2.1 Pet shops should be located away from sources of excessive noise or pollution that could stress or injure animals.
5.1.2.2 Animal enclosures should be designed for ease of cleaning, feeding, watering and the regular inspection of animals kept.
5.1.2.3 Pet shops should take all reasonable measures to prevent animal theft from enclosures.
5.1.2.4 Pet shops should take all reasonable measures to prevent animal escape from enclosures.

## (5.2) ENVIRONMENT

### 5.2.1 Standards

5.2.1.1 Premises in which caged animals are kept must be maintained at temperatures and humidity levels that minimise distress. The room temperature must not exceed 30 degrees Celsius and must not fall below 15 degrees Celsius.
5.2.1.2 Animal enclosures must be placed out of draughts and have adequate shade when exposed to direct sunlight.
5.2.1.3 Animals must be protected from extremes of temperature.
5.2.1.4 The duration and intensity of artificial lighting must be as close as possible to natural conditions and must allow for diurnal light cycles.
5.2.1.5 Animal enclosures must be protected from excessive light at night, even if it is generated from outside the premises. The light must be turned off or subdued, or other light protection measures used.
5.2.1.6 Cages constructed of solid material that do not allow natural air movement must be artificially ventilated.

### 5.2.2 Guidelines

5.2.2.1 If artificial heating devices are used, they should be positioned so that parts of the enclosure are not heated, thereby providing a range of temperatures.
5.2.2.2 Loud or sudden noise, which may distress animals, should be avoided.
5.2.2.3 Animals should be screened from excessive noise and vibration and buffered from the public by barriers or signage, for example: 'Quiet Please', or 'Do not Tap on Glass.'
5.2.2.4 Lighting should be sufficient to enable thorough inspection of animals.
5.2.2.5 Lighting should not generate excessive heat.
5.2.2.6 In enclosed rooms, ventilation should be adequate to avoid dampness and draughts and minimise noxious odours.
5.2.2.7 In enclosed rooms, ventilation should be adequate to keep animal housing areas free of dampness and draughts and minimise noxious odours. Cage or pen areas should have an ample supply of fresh air. Room ventilation rates of about six to 12 air changes per hour may be needed.

## (5.3) SECURITY

### 5.3.1 Standards

5.3.1.1 The pet shop premises must be able to be secured to prevent access to the premises outside trading hours.
5.3.1.2 All animal enclosures (except fish tanks containing fish) must be securely fastened outside trading hours.
5.3.1.3 Functioning fire-fighting equipment must be readily available and staff trained and practised in its use. (Note: some fire retardants may be toxic to animals.)
5.3.1.4 Each pet shop must have a documented procedure for the swift removal of animals from the premises in the case of emergency. This document must be kept in a prominent place on the premises. All staff must be able to produce the document and must be familiar with its content. Any methods detailed in the emergency plan must allow for ready access to animals and ready exit for staff and animals from the premises in the event of an emergency.

### 5.3.2 Guidelines

5.3.2.1 Every effort should be made to recover escaped animals.
5.3.2.2 Design and construction of enclosures should incorporate features that enable the enclosure to be easily moved outside the pet shop premises in the event of an emergency.

## (6) HYGIENE

## Objective

The Pet Shop environment should be maintained in a hygienic condition.

## (6.1) CLEANING AND DISINFECTION

### 6.1.1 Standards

6.1.1.1 Dog and cat enclosures must be cleaned and disinfected daily with hospitalgrade disinfectant.
6.1.1.2 All other animal enclosures (except aquariums) must be cleaned and disinfected with hospital-grade disinfectant at least once a week.
6.1.1.3 At the completion of cleaning, animal enclosures (except fish tanks containing fish) must not be allowed to remain wet.
6.1.1.4 Food preparation and storage areas must be cleaned daily.
6.1.1.5 Before new animals are introduced, vacant enclosures (except aquariums) must be thoroughly cleaned and disinfected.
6.1.1.6 The Material Safety Data Sheets (MSDS) for all chemicals held must be available to staff.

### 6.1.2 Guidelines

6.1.2.1 Cleaning and disinfection chemicals and materials should be chosen on the basis of their suitability, safety and effectiveness. They should be used only in accordance with the manufacturers' instructions. Some common disinfectants, particularly those derived from or containing coal or wood tar products (such as pine oil, phenol, cresol and chloroxylenols) are toxic to cats.
6.1.2.2 All waste products, including faeces, bedding, food wastes and dead animals, should be disposed of promptly and hygienically, and in accordance with the requirements of the local government authority, the relevant government department or other authorities.
6.1.2.3 Staff should be aware of the risks of transfer of infectious diseases and microbial contamination when handling animals or cleaning enclosures, as well as of the practices that will reduce these risks.
6.1.2.4 Provision of hand-washing facilities or personal protective equipment, such as disposable gloves, is recommended.

## (6.2) PEST CONTROL

### 6.2.1 Standards

6.2.1.1 The pet shop must have a documented program in place to control pests such as fleas, flies, lice, mosquitoes and wild rodents. This document must be kept on the premises. All staff must be able to produce the document and must be familiar with its content.

### 6.2.2 Guidelines

6.2.2.1 Specialist advice should be sought before pest control operations are conducted, in order to protect the health and safety of the staff and the animals kept.
6.2.2.2 Chemicals used for pest control should be registered by the Australian Pesticides and Veterinary Medicines Authority under the Agricultural and Veterinary Chemicals Code Act 1994 (Commonwealth) and used only in accordance with the manufacturers' instructions.

## (7) MANAGEMENT

## Objective

Animals must be protected from distress and injury, ensuring their safety, wellbeing, and psychological health.

## (7.1) CARE OF ANIMALS

### 7.1.1 Standards

7.1.1.1 Animals must be protected from distress or injury caused by other animals.
7.1.1.2 Animals must be protected from distress or injury caused by interference by people.
7.1.1.3 Different species must not be housed in the same animal enclosure, except for compatible species of birds; compatible species of fish, or compatible rabbits and guinea pigs where the minimum cage size conforms to the minimum requirements for rabbits.
7.1.1.4 Animals that may be distressed by the presence of other animals must be housed in a manner that prevents visual contact.
7.1.1.5 Any animal that is exhibiting symptoms of stress, for example due to excessive viewing or handling, must be removed from public view/access and monitored.
7.1.1.6 Procedures must be in place to ensure that all animals receive the appropriate level of daily attention/inspection, feed and exercise over nontrading days.
7.1.1.7 Animals must receive behavioural enrichment, recognising the physiological status and special needs of differing ages and species, to ensure good psychological health.
7.1.1.8 Animals that are unable to feed themselves must be kept only where adequate facilities and expertise are available for artificial rearing.

### 7.1.2 Guidelines

7.1.2.1 All equipment that may affect the welfare of animals should be designed and maintained to minimise the risk of illness or injury.
7.1.2.2 Animals that may be distressed by the presence of other species of animals should be housed in a manner that prevents olfactory contact.

## Note

Positive efforts should be made to socialise animals to humans and other animals. Animals that have been well-socialised when young may make better pets.

## (7.2) RECORD-KEEPING

### 7.2.1 Standards

7.2.1.1 Appropriate records must be kept for:

- The acquisition/breeding of animals, including the date of birth, date of acquisition and the name and address of the supplier/breeder of the animals.
- The sale of animals (except fish), including: the date of sale, and the name and contact details of the new owner.
- The death or euthanasia of animals at the premises, including the date of death and, where known, the circumstances surrounding the death or euthanasia.
- Veterinary treatment of animals, including routine husbandry procedures such as worming or parasite control.
- Trading in animals subject to regulatory control, for example birds traded under the National Parks and Wildlife Act 1974.
- The date of cleaning and disinfection for all enclosures.
7.2.1.2 Records must be kept for a minimum of 5 years, on the premises, and all staff must be able to produce the records.


### 7.2.2 Guidelines

7.2.2.1 The use of stock books, enclosure labels and daily cleaning record sheets is encouraged.

## (8) HEALTH CARE

## Objective

The health of animals must be monitored regularly to detect signs of disease, injury and distress, with treatment provided where necessary.

## (8.1) HEALTH CHECKS

### 8.1.1 Standards

8.1.1.1 All animals must be inspected at least once daily to monitor their health and well-being. The person checking the animals must record all adverse observations (except in the case of cryptic and nocturnal animals) where an animal is not:

- eating
- drinking
- defecating
- urinating
- behaving normally
- showing any obvious signs of illness or distress
- able to move about freely
8.1.1.2 All fish tanks and bird enclosures must be inspected at least once daily to monitor the health and wellbeing of the animals contained. New, sick or young birds must be inspected more frequently.
8.1.1.3 Any changes in health status must be promptly reported to the person in charge for appropriate action.
8.1.1.4 Newly acquired animals must not be mixed with existing stock for a minimum of 48 hours.
8.1.1.5 The person in charge and staff must be familiar with the signs of common diseases in the species kept.


### 8.1.2 Guidelines

8.1.2.1 Where possible, newly introduced animals should not be mixed with existing stock until they have been health-checked by a veterinarian

## Note

'Cryptic' means hidden or camouflaged.

## (8.2) VETERINARY CARE

### 8.2.1 Standards

8.2.1.1 The person in charge of the pet shop must establish a liaison with a veterinary surgeon who is able to attend to animals and is able to advise on disease-prevention measures.
8.2.1.2 For the benefit of staff, the contact details for the veterinarian must be displayed in a prominent position within the pet shop.
8.2.1.3 First aid and/or veterinary treatment must be promptly provided for animals that have minor or routine conditions. Where a severe illness or a death occurs, veterinary advice and treatment must be sought as necessary.
8.2.1.4 Sick or injured animals must be kept isolated and away from public view.
8.2.1.5 A program to control parasites must be in place.

## (8.3) EUTHANASIA

### 8.3.1 Standards

8.3.1.1 Where treatment to restore the health of an animal while in the facility is impractical or unsuccessful, and where euthanasia is recommended by a veterinarian or an Inspector (appointed under the Prevention of Cruelty to Animals Act 1979), the animal must be humanely destroyed.
8.3.1.2 Euthanasia of dogs and cats must be performed only by a veterinary surgeon or a person who is an authorised euthanasia technician.
8.3.1.3 Euthanasia must be conducted in an area that is separated from animal accommodation at the facility and must not be carried out in view of any other animals, or members of the public.

## (9) FOOD AND WATER

## Objective

Animals should be provided with food and water appropriate to allow good animal welfare.

### 9.1 Standards

9.1.1 Animals must receive a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.
9.1.2 Clean water must be available at all times at a temperature and quality that meet the animal's physiological needs and that the animal will drink.
9.1.3 Food and water containers must be cleaned daily and must be cleaned and disinfected before transfer to another enclosure.
9.1.4 Food and water containers must be removed and cleaned immediately if noticed to be contaminated.
9.1.5 Animals that are co-housed must be monitored during feeding to ensure that all animals are eating.
9.1.6 Food and water containers must be readily accessible to animals and positioned to avoid spillage or contamination by urine or faeces.
9.1.7 Food must be stored in a way that prevents its deterioration or contamination.

### 9.2 Guidelines

9.2.1 Healthy immature animals should be fed twice a day or more frequently.
9.2.2 Sick animals should be fed in accordance with veterinary advice.
9.2.3 Food and water containers should be stable, non-toxic and easily cleaned/ disinfected.
9.2.4 Spoiled food or contaminated water should be removed and replaced promptly.

## (10) SALE OF ANIMALS

## Objective

The transfer of ownership of animals should be used to promote responsible pet ownership.

### 10.1 Standards

10.1.1 Dogs and cats must not be sold to people less than 18 years of age.
10.1.2 Where no regulatory control exists (for example, birds traded under authorities issued by the NSW National Parks and Wildlife Service), animals except dogs and cats may be sold to people aged 16 or older.
10.1.3 Animals may be sold only to people aged less than 16 years with the written consent or in the physical presence of their parent or guardian.
10.1.4 At the time of purchase of an animal, clients must be offered, at no charge, accurate written information on the care of animal purchased.
10.1.5 If within 3 days an animal (except a fish) is not acceptable to the purchaser for any reason, the pet shop proprietor is required to take the animal back and refund $50 \%$ of the purchase price of the animal.
10.1.6 The guarantee required by Clause 10.1.5 must be displayed in a prominent position on the wall of the shop.
10.1.7 If an animal dies or is euthanased as a result of a disease that is traceable to the point of sale and is verified by an appropriate authority such as a veterinarian, the person in charge will refund the purchase price or offer a replacement animal with the same guarantee.
10.1.8 No animal suspected of being sick, injured or diseased may be sold under any circumstances.
10.1.9 All animals sold must be able to independently sustain themselves if suitable food and water are provided at the appropriate times. The minimum age of animals offered for sale or advertised must be:

- dogs: 8 weeks
- cats: 8 weeks
- rabbits: 6 weeks
- guinea pigs: 4 weeks
- mice and rats: 4 weeks
- birds must not be sold until they are self-sufficient.


### 10.2 Guidelines

10.2.1 The active promotion of desexing for cats and dogs at the point of sale is strongly encouraged.
10.2.2 The person in charge of the pet shop is encouraged to develop relationships with pounds and shelters to broker the sale of these animals through pet shops. This could be through the provision of noticeboards, posters or interactive displays, or the hosting of events at which shelter animals visit the business.
10.2.3 Information required by Clause 10.1 .4 should include information about:

- general care requirements of the species, including appropriate diet and feeding regimes
- usual life span of breed/species
- minimum requirements for humane shelter and accommodation
- minimum requirements for security of the animal
- minimum requirements for social contact with humans and with other animals of the same species
- minimum requirements for disease and parasite control/prevention
- how to identify and appropriately manage common diseases
- procedures for seeking emergency treatment for the animal, and the value of establishing a relationship with a veterinary practitioner and/or animal behaviourist or other experienced persons
- the estimated costs associated with providing food and shelter
- routine veterinary treatment that may be required for the animal(s), for example vaccination or parasite control
- maximum time an animal can be left unattended
- the expected behaviours of the species or breed, for example digging or scratching
- information about the legal requirements for pet ownership, and the penalties for non-compliance
- other information that the purchaser must reasonably be made aware of.
- Where applicable, information provided must also include:
- the animal's vaccination status, and the need for ongoing vaccinations
- the desirability and advantages of desexing animals
- minimum requirements for exercise
- costs associated with registering the animal.
10.2.4 If within 7 days an animal is not acceptable to the purchaser for health reasons, excluding injury, and the complaint is supported by a veterinarian, the pet shop proprietor and the owner should negotiate in good faith to achieve an equitable outcome.
10.2.5 All advertisements for dogs and cats for sale should include the microchip number and the vaccination status of the animal.


## Note:

Contracts for sale are covered by the Fair Trading Act 1987.

## (11) TRANSPORT

## Objective

Animals should be transported in a manner that ensures their safety and wellbeing.

### 11.1 Standards

11.1.1 All animals sold must be boxed or suitably restrained to ensure their security and protection at the point of sale.
11.1.2 The box or animal restraint must protect the animal from injury, other animals, extreme temperatures and excessive stress.
11.2 Guidelines
11.2.1 Transport may cause distress to some animals and should be kept to a minimum.
11.2.2 Animal containers should provide appropriate light and ventilation.
11.2.3 For more information about the standards for animal transport, refer to the publication in this series titled 'The Care and Management of Animals by Companion Animal Transport Agencies'.

## (12) SPECIAL REQUIREMENTS FOR DOGS AND CATS

### 12.1 Standards

12.1.1 Dogs and cats must not be put on display, physically offered for sale or sold until they are 8 weeks of age.
12.1.2 Dogs must not be sold unless microchipped, vaccinated against distemper, hepatitis and parvovirus, and accompanied by a current vaccination certificate.
12.1.3 Cats must not be sold unless microchipped, vaccinated against feline viral respiratory disease(s), and accompanied by a current vaccination certificate.
12.1.4 Floors of animal enclosures must be lined with absorbent disposable material that can readily be removed and replaced.
12.1.5 Cats must be provided with litter trays containing a sufficient depth of suitable clean litter material, such as commercial cat litter, sawdust, shavings, sand or shredded paper.
12.1.6 Litter trays must be changed, washed and disinfected at least once every 3 days.
12.1.7 Dogs must have the opportunity to exercise for at least 20 minutes daily. This can be provided by allowing them access to an exercise area to run freely, or by walking them on a lead.
12.1.7a Dogs must not be walked in unsecured areas unless:

- they are on a lead at all times, and
- they are under the supervision of a competent person, and
- no more than four compatible, suitably aged dogs are being walked by the one person.
12.1.7b Any yard for group exercise must be supervised, and care must be taken to avoid mixing of incompatible dogs, fighting and the transmission of infectious disease.
12.1.8 Dogs and cats must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.
12.1.9 Bedding must be provided. It must be clean and changed frequently.


### 12.2 Guidelines

12.2.1 One feeding container should be provided for each dog, cat or puppy. Kittens under 12 weeks of age may be fed three to a bowl.
12.2.2 Dogs and cats should be monitored for health in accordance with Section 8 of this Code. Signs of illness for which attention is required include, but are not limited to, the following:

- runny nose
- runny or inflamed eyes
- repeated sneezing
- coughing
- vomiting
- diarrhoea
- lameness
- bleeding or swelling of body parts
- inability to stand, walk, urinate or defecate
- loss of appetite
- weight loss
- apparent pain
- staggering or convulsions
- patchy hair loss
12.2.3 For more information about the standards for dog or cat breeding, see the publication in this series titled 'The Care and Management of Breeding Dogs and The Care and Management of Breeding Cats'.
(13) SPECIAL REQUIREMENTS FOR RABBITS, RATS, MICE AND GUINEA PIGS


### 13.1 Standards

13.1.1 Nest boxes must be provided for breeding females.
13.1.2 Wooden gnawing blocks must be provided.
13.1.3 Suitable non-toxic bedding must be provided and discarded daily.
13.1.4 Rabbits, rats, mice and guinea pigs must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.
13.1.5 A secluded, darkened sleeping area must be provided.

## (13.2) GUIDELINES

13.2.1 Litters under 1 week of age should be disturbed as little as possible and be kept in special maternity cages.
13.2.2 When using bottles with a nipple drinker for drinking water, the tip should not come into contact with bedding or food.

## (14) SPECIAL REQUIREMENTS FOR FISH

### 14.1 Standards

14.1.1 Water changes must be adequate to maintain good water quality in relation to population density.
14.1.2 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.
14.1.3 Measures must be in place to prevent the escape of fish.
14.1.4 Filtration equipment must be adequate for the species and population densities and be effective at all times.
14.1.5 Heaters must be adequate for the species and population densities and effective at all times.
14.1.6 Fish must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.
14.1.7 Water chemistry must meet the minimum requirements provided in Appendix 2 of this document.
14.1.8 Fish must be protected from environmental extremes.

### 14.2 Guidelines

14.2.1 All fish nets should be stored in disinfectant that is changed weekly.
14.2.2 All electrical equipment such as lights and thermostats should be regularly checked for correct performance.
14.2.3 It is recommended that retailers encourage their customers to advise them of any unwanted aquatic animals with a view to 're-homing' them, preventing those same aquatic animals from being dumped into natural waterways and therefore adversely affecting our natural biodiversity. There is no obligation to purchase or refund or take unquarantined animals into the shop/aquarium. This same policy should be applied to aquatic plants in order protect our waterways from weed incursions.
14.2.4 The most effective and humane method of euthanasia for fish is to add an anaesthetic or euthanasia agent to the water that the fish is held in. Once the animal is insensible, a secondary method such as decapitation or a blow to the back of the head should be performed to ensure death. Eugenol or clove oil is recommended as an anaesthetic/euthanasia agent.
14.2.5 Fish tanks should be cleaned to remove excessive algal build-up from the tank walls.

## (15) SPECIAL REQUIREMENTS FOR BIRDS

### 15.1 Standards

15.1.1 Birds showing signs of illness must be attended to immediately and separated from other birds to prevent spread of disease or molestation by other birds.
15.1.2 Birds must be caught by the least stressful method and subjected to minimal handling.
15.1.3 Only staff that have a specialised knowledge must handle birds.
15.1.4 Pinioning of wings is an unacceptable practice and is defined as an act of cruelty. The clipping of wing feathers is acceptable when undertaken under the guidance of a veterinarian or an experienced bird-keeper.
15.1.5 Hand-reared birds must be fully feathered and self-sufficient before sale.
15.1.6 Sufficient perches, roosting areas and feed/water stations must be provided to meet the needs of all birds in a cage or aviary.
15.1.7 Perches must be of a diameter, construction and material appropriate to the species held, and must be placed to prevent contamination of food and water containers. Perches must also be positioned to ensure that birds' tails are not in contact with the cage substrate, and to provide easy access to food and water.
15.1.8 Except where it is a species requirement, birds must be fed out of suitable containers and not directly off the floor.
15.1.9 In addition to dry feed, fresh fruit, greens, nectar or seeding grasses must be supplied as appropriate to the species to provide variety and nutrient supplementation.
15.1.10 Environmental enrichment must be provided. This may include the provision of cuttlefish, toys, or other enrichment devices.
15.1.11 Bird enclosures must be protected from environmental extremes.
15.1.12 Birds must be fed a balanced and complete diet that allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and species.

### 15.2 Guidelines

15.2.1 Birds show ill health or stress in a great variety of ways, but careful observation may be needed, as sick birds are able to suppress some signs of illness. Signs requiring urgent attention include, but are not limited to, the following:

- changes in appearance or droppings
- changes in food or water consumption
- changes in attitude or behaviour e.g. inability to fly or to see
- changes in appearance or posture, ruffled feathers, tail pumping, etc
- changes in weight
- enlargements or swelling
- vomiting, injury or bleeding
- discharge from nostrils, eyes or beak
- excessive loss of feathers
- lameness or sores on feet
- overgrown beak or nails
- stains or scabs around feet, eyes or nostrils.
15.2.2 Care should be taken with new equipment. New galvanised wire may be toxic, especially for parrots. The risk of 'new wire disease' can be reduced by allowing the wire to be weathered for 4 to 8 weeks or by washing with a mild acidic solution, e.g. vinegar, and rinsing with water.
15.2.3 Retailers and/or their staff should be aware of their responsibilities under the wildlife licensing system that operates within NSW.
15.2.4 To maintain hygiene standards where cages and aviaries have solid floors, the floor should be covered with a suitable non-toxic disposable material.
15.2.5 Grit and other vitamin/mineral supplements should be available to reduce the potential for nutrient deficiencies.
15.2.6 Other than in exceptional circumstances, pools and ponds should be avoided in sales cages/aviaries.
15.2.7 A heated hospital cage should be provided for the isolation and treatment of sick or injured birds away from view to minimise stress.
15.2.8 Enclosures should provide freedom of movement and capacity for exercise or flight, as appropriate to the species.
15.2.9 Any abnormal behaviour should be rapidly identified and competently managed and treated.
15.2.10 Adequate food suitable for the needs of the particular species of birds should be readily available. Most species of birds should have access to food at all times.
15.2.1 Food should be placed where it is least likely to be spoiled or contaminated. Open containers should not be located below perches.
15.2.12 Each species should be accommodated according to its need; this includes the provision of nesting sites and materials appropriate to the species for breeding purposes where intended.
15.2.13 Outdoor cages and aviaries should be designed and constructed so as to minimise the threat posed to birds by predators. Many species of birds, animals and reptiles are predators of, or cause distress to, aviary birds by day or by night. These include cats, dogs, foxes, birds of prey including owls, butcherbirds and currawongs, snakes and even children.
15.2.14 Birds traded should not be misrepresented as to sex, age, origin, species or breeding history and soundness.
15.2.15 The application of rings for identification purposes requires care for selection of the appropriate ring and its application. Some species, especially as adults, should not be ringed because of the risk of self-mutilation. Special care is needed should a ring require removal, for example, to attend to a leg injury.
15.2.16 Overgrown beaks should be carefully trimmed. Unless the overgrowth is due to a curable disease or nutritional problem, birds with overgrown beaks should not be used for breeding.
15.2.17 Excessively long nails should be trimmed without drawing blood, but toes should not be cut with the intent of preventing nail growth. Nail overgrowth may be indicative of inadequate conditions, particularly in small cages.
15.2.18 Birds should be housed in a bird room that is in a separate part of the shop with an extraction fan system. This is to remove as much feather dander and dust as possible from the premises and thus reduce the potential for the zoonotic diseases, including avian chlamydiosis.


## APPENDIX 1: MINIMUM CAGE SIZES

Dogs, cats, rabbits, guinea pigs, mice

| SPECIES | MINIMUM FLOOR AREA $\left(\mathrm{cm}^{2}\right)$ | MINIMUM WIDTH (cm) | MINIMUM HEIGHT (cm) | MAX. nUMBER OF ANIMALS | INCREASED AREA FOR EACH ADDITIONAL ANIMAL ( $\mathrm{cm}^{2}$ ) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| DOGS |  |  |  |  |  |
| Puppies (8-16 weeks) |  |  |  |  |  |
| Less than 3 kg | 6000 | 60 | 50 | 4 | 1500 |
| Over 3kg | 6000 | 60 | 50 | 2 | 3000 |
| Adults (height) |  |  |  |  |  |
| Less than 40 cm | 15000 | 90 | 180 | 1 |  |
| $40-70 \mathrm{~cm}$ | 24000 | 90 | 180 | 1 |  |
| Over 70 cm | 35000 | 90 | 180 | 1 |  |

CATS

| Kittens (8-12 weeks) | 6000 | 60 | 50 | 4 | 1500 |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Adults | 6000 | 60 | 50 | 1 |  |

RABBITS

| Young (6-12 weeks) | 6000 | 60 | 50 | 6 | 300 |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Adults | 6000 | 60 | 50 | 2 | 600 |

GUINEA PIGS

|  | 2500 | 50 | 40 | 4 | 600 |
| :--- | :--- | :--- | :--- | :--- | :--- |

MICE *

| Young | 600 | 20 | 20 | 10 | 300 |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Adults | 600 | 20 | 20 | 5 | 300 |

RATS*

| Young | 2000 | 50 | 22 | 12 | 200 |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Adults | 1500 | 50 | 22 | 5 | 300 |

*These minimum cage sizes are currently under review.

## Birds

Note: The species provided for each size cage are examples only.

| DISPLAY CAGE DIMENSIONS | INDOOR | OUTDOOR | INDOOR | OUTDOOR | INDOOR | OUTDOOR | INDOOR | OUTDOOR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| APPROX. <br> LENGTH OF BIRD | MINIMUM FLOOR AREA ( $\mathrm{cm}^{2}$ ) |  | NUMBER OF BIRDS |  | MINIMUM HEIGHT (cm) |  | INCREASED AREA FOR EACH ADDITIONAL BIRD ( $\mathrm{cm}^{2}$ ) |  |
| 100 m (10 cm) | 900 | 15000 | 6 | 100 | 30 | 180 | 150 | 150 |

Zebra finches, Cubans, Double bars, Orang- breasted waxbills, Fife canaries

| $200 \mathrm{~mm}(20 \mathrm{~cm})$ | 1600 | 15000 | 10 | 75 | 40 | 180 | 200 | 200 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

Neophemas, Budgerigars, Yorkshire canaries, Varied lorikeets, Musk lorikeets

| $300 \mathrm{~mm}(30 \mathrm{~cm})$ | 6000 | 60000 | 10 | 100 | 100 | 180 | 6900 | 600 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

Rosellas, Cockatiels, Rainbow lorikeets, Bronzewing pigeons

| $400 \mathrm{~mm}(40 \mathrm{~cm})$ | 6000 | 60000 | 4 | 40 | 100 | 180 | 1500 | 1000 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

King Parrots, Princess and Superb, Ringneck parakeets, Galahs and Corellas

| $500 \mathrm{~mm}(50 \mathrm{~cm})$ | 6000 | 60000 | 3 | 30 | 100 | 160 | 2000 | 2000 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

Sulphur-crested cockatoos

## APPENDIX 2: WATER QUALITY CRITERIA

| COLD WATER FISH | TROPICAL FISH | TROPICAL MARINE SPECIES |
| :---: | :---: | :---: |
| MINIMUM DISSOLVED OXYGEN mg/L |  |  |
| 6 | 6 | 5.5 |
| MAXIMUM FREE AMMONIA mg/L |  |  |
| 0.02 | 0.02 | 0.01 |

MAXIMUM NITRITE mg/L

| 0.2 | 0.2 | 0.125 |
| :--- | :--- | :--- |

MAXIMUM NITRATE mg/L (above ambient tap water)

| 50 | 50 | 40 |
| :--- | :--- | :--- |
| MINIMUM pH |  |  |

