

PET SHOP INSPECTION REPORT

REFERENCE: ANIMAL WELFARE CODE OF PRACTICE ANIMALS IN PET SHOPS
PROPRIETOR: _____
PET SHOP REPRESENTATIVE: _____
DATE: _____ TIME: _____
LOCATION: _____

(4.1) PERSON IN CHARGE

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.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

4.1.1.6 A person in charge must ensure that staff are trained, experienced and competent in:

The care and welfare of animals

Compliant **Not Compliant**

The feeding and watering of animals

Compliant **Not Compliant**

The protection of animals from distress or injury caused by other animals or interference by people

Compliant **Not Compliant**

Cleaning and proper hygiene in the facility

Compliant **Not Compliant**

(4.2) STAFF

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.

Compliant **Not Compliant**

(5.1) ACCOMMODATION

5.1.1.1 Animal enclosures must prevent access to animals by unauthorised people, unless under supervision by a staff member.

Compliant **Not Compliant**

5.1.1.2 All solid surfaces of animal enclosures must be impervious or painted, to facilitate cleaning and disinfection

Compliant **Not Compliant**

5.1.1.3 All animal enclosures must meet the minimum requirements for size, as provided in Appendix 1 of the Animals in Pet Shop Code of Practice.

Compliant **Not Compliant**

5.1.1.4 All animals when displayed must be within the confines of the pet shop, where they are supervised

Compliant **Not Compliant**

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

Compliant **Not Compliant**

5.1.1.6 Animal enclosures must be maintained to minimise the risk of injury to animals

Compliant **Not Compliant**

(5.2) ENVIRONMENT

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.

Compliant Not Compliant

5.2.1.2 Animal enclosures must be placed out of draughts and have adequate shade when exposed to direct sunlight

Compliant Not Compliant

5.2.1.3 Animals must be protected from extremes of temperature

Compliant Not Compliant

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.

Compliant Not Compliant

5.2.1.5 Animal enclosures must be protected from excessive light at night, even if it generated from outside the premises. The light must be turned off or subdued, or other light protection measures used.

Compliant Not Compliant

5.2.1.6 Cages constructed of solid material that do not allow natural air movement must be artificially ventilated.

Compliant Not Compliant

(5.3) SECURITY

5.3.1.1 The pet shop premises must be able to be secured to prevent access to the premises outside trading hours.

Compliant Not Compliant

5.3.1.2 All animal enclosures (except fish tanks) must be securely fastened outside trading hours.

Compliant Not Compliant

5.3.1.3 Functioning Fire-fighting equipment must be readily available and staff trained and practiced in its use. (Note: some fire retardants may be toxic to animals).

Compliant Not Compliant

(5.3) SECURITY continued

5.3.1.4 Each pet shop must have 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 emergence plan must allow for ready access to animals and ready exit for the staff and animals from the premises in the event of an emergency.

Compliant Not Compliant

(6.1) CLEANING AND DISINFECTION

6.1.1.1 Dog and cat enclosures must be cleaned and disinfected daily with hospital-grade disinfectant.

Compliant Not Compliant

6.1.1.2 All other animal enclosures except aquariums must be cleaned and disinfected with hospital-grade disinfectant at least once a week.

Compliant Not Compliant

6.1.1.3 At the completion of cleaning, animal enclosures (except fish tanks containing fish) must not be allowed to remain wet.

Compliant Not Compliant

6.1.1.4 Food preparation and storage areas must be cleaned daily.

Compliant Not Compliant

6.1.1.5 Before new animals are introduced, vacant enclosures (except aquariums) must be thoroughly cleaned and disinfected.

Compliant Not Compliant

6.1.1.6 The Material Safety Data Sheets (MSDS) for all chemicals held must be available to staff.

Compliant Not Compliant

(6.2) PEST CONTROL

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

Compliant Not Compliant

(7.1) CARE OF ANIMALS

7.1.1.1 Animals must be protected from distress or injury caused by other animals.

Compliant Not Compliant

7.1.1.2 Animals must be protected from distress or injury caused by interference by people.

Compliant Not Compliant

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 requirement for rabbits.

Compliant Not Compliant

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.

Compliant Not Compliant

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.

Compliant Not Compliant

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 non-trading days.

Compliant Not Compliant

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.

Compliant Not Compliant

7.1.1.8 Animals that are unable to feed themselves must be kept where adequate facilities and expertise are available for artificial rearing.

Compliant Not Compliant

(7.2) RECORD KEEPING

7.2.1.1 Appropriate records must be kept for:

The acquisition/breeding of animals, including the date of birth of acquisition and the name and address of the supplier/breeder of the animals

Compliant Not Compliant

The sale of animals (except), including: the date of sale and the name and contact details of the new owner.

Compliant Not Compliant

The death or euthanasia of animals at the premises, including the date of death and, where known, the circumstances surrounding the death or euthanasia.

Compliant Not Compliant

Veterinary treatment of animals, including routine husbandry procedures such as worming or parasite control.

Compliant Not Compliant

Trading in animals subject to regulatory control, for example birds traded under the National Parks and Wildlife Act 1974

Compliant Not Compliant

The date of cleaning and disinfection for all enclosures

Compliant Not Compliant

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.

Compliant Not Compliant

(8.1) HEALTH CHECKS

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:

1 Eating

Compliant Not Compliant

2 Drinking

Compliant Not Compliant

3 Defecating

Compliant Not Compliant

4 Urinating

Compliant Not Compliant

5 Behaving normally

Compliant Not Compliant

6 Showing any obvious signs of illness or distress

Compliant Not Compliant

7 Able to move about freely

Compliant Not Compliant

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 frequently.

Compliant Not Compliant

8.1.1.3 Any changes in health status must be promptly reported to the person in charge for appropriate action.

Compliant Not Compliant

8.1.1.4 Newly acquired animals must not be mixed with existing stock for a minimum of 48 hours

Compliant Not Compliant

8.1.1.5 The person in charge and staff must be familiar with the signs of common diseases in the species kept.

Compliant Not Compliant

(8.2) VETERINARY CARE

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.

Compliant Not Compliant

8.2.1.2 For the benefit of staff, the contact details for the veterinarian must be displayed in a prominent position within the shop.

Compliant Not Compliant

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.

Compliant Not Compliant

8.2.1.4 Sick or injured animals must be kept^{9.1.6} isolated and away from public view.

Compliant Not Compliant

8.2.1.5 A program to control parasites must be in place.

Compliant Not Compliant

(8.3) EUTHANASIA

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.

Compliant Not Compliant

8.3.1.2 Euthanasia of dogs and cats must be performed only by a veterinary surgeon or a person who is authorised euthanasia technician.

Compliant Not Compliant

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.

Compliant Not Compliant

(9) FOOD AND WATER

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.

Compliant Not Compliant

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.

Compliant Not Compliant

9.1.3 Food and water containers must be cleaned daily and must be cleaned and disinfected before transfer to another enclosure.

Compliant Not Compliant

9.1.4 Food and water containers must be removed and cleaned immediately if noticed to be contaminated.

Compliant Not Compliant

9.1.5 Animals that are co-housed must be monitored during feeding to ensure that all animals are eating.

Compliant Not Compliant

Food and water containers must be readily accessible to animals and positioned to avoid spillage or contamination by urine or faeces.

Compliant Not Compliant

9.1.7 Food must be stored in a way that prevents its deterioration or contamination.

Compliant **Not Compliant**

(10) SALE OF ANIMALS

10.1.1 Dogs and cats must not be sold to people less than 18 years of age.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

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

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

10.1.6 The guarantee required by Clause 10.1.5 must be displayed in a prominent position on the wall of the shop.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

10.1.8 No animal suspected of being sick, injured or diseased may be sold under any circumstances.

Compliant **Not Compliant**

10.1.9 All animals 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

Compliant **Not Compliant**

Cats – 8 weeks

Compliant **Not Compliant**

Rabbits – 6 weeks

Compliant **Not Compliant**

Guinea pigs – 4 weeks

Compliant **Not Compliant**

Mice and rats – 4 weeks

Compliant **Not Compliant**

Birds must not be sold until they are self-sufficient

Compliant **Not Compliant**

(11) TRANSPORT

11.1.1 All animals must be boxed or suitably restrained to ensure their security and protection at the point of sale.

Compliant **Not Compliant**

11.1.2 The box or animal restraint must protect the animal from injury, other animals, extreme temperatures and excessive stress.

Compliant **Not Compliant**

(12) SPECIAL REQUIREMENTS FOR DOGS AND CATS

12.1.1 Dogs and cats must not be put on display physically offered for sale or sold until they are 8 weeks

Compliant **Not Compliant**

12.1.2 Dogs must not be sold unless micro chipped, vaccinated against distemper, hepatitis and parvo and accompanied by a current vaccination certificate.

Compliant **Not Compliant**

12.1.3 Cats must not be sold unless micro chipped, vaccinated against feline viral respiratory disease and accompanied by a current vaccination certificate.

Compliant **Not Compliant**

12.1.4 Floors of animal enclosures must be lined with absorbent disposable material that can be readily be removed and replaced.

Compliant Not Compliant

12.1.5 Cats must be provided with litter trays containing a sufficient depth of suitable clean litter material such as cat litter, sawdust, shavings, sand or shredded paper.

Compliant Not Compliant

12.1.6 Litter trays must be changed, washed and disinfected at least once every 3 days.

Compliant Not Compliant

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.

Compliant Not Compliant

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.

Compliant Not Compliant

12.7.7b 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.

Compliant Not Compliant

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.

Compliant Not Compliant

12.1.9 Bedding must be provided. It must be clean and changed frequently.

Compliant Not Compliant

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 not limited to, the following:

1 Runny nose

Compliant Not Compliant

2 Runny or inflamed eyes

Compliant Not Compliant

3 Repeated sneezing

Compliant Not Compliant

4 Coughing

Compliant Not Compliant

5 Vomiting

Compliant Not Compliant

6 Diarrhoea

Compliant Not Compliant

7 Lameness

Compliant Not Compliant

8 Bleeding or swelling of body parts

Compliant Not Compliant

9 Inability to stand, walk, urinate, defecate

Compliant Not Compliant

10 Loss of appetite

Compliant Not Compliant

11 Weight loss

Compliant Not Compliant

12 Apparent pain

Compliant Not Compliant

13 Staggering or convulsions

Compliant Not Compliant

14 Patchy hair loss

Compliant Not Compliant

(13) SPECIAL REQUIREMENTS FOR RATS, MICE AND GUINEA PIGS

13.1.1 Nest boxes must be provided for breeding females

Compliant Not Compliant

13.1.2 Wooden gnawing blocks must be provided

Compliant **Not Compliant**

13.1.3 Suitable non-toxic bedding must be provided and discarded daily.

Compliant **Not Compliant**

13.1.4 Rabbits, rats 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.

Compliant **Not Compliant**

13.1.5 A secluded, darkened sleeping area must be provided,

Compliant **Not Compliant**

(14) SPECIAL REQUIREMENTS FOR FISH

14.1.1 Water changes must be adequate to maintain good water quality in relation to population density.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

14.1.3 Measures must be in place to prevent the escape of fish.

Compliant **Not Compliant**

14.1.4 Filtration equipment must be adequate for the species and population densities and be effective at all times.

Compliant **Not Compliant**

14.1.5 Heaters must be adequate for the species and population densities and effective at all times.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

14.1.7 Water chemistry must meet the minimum requirements provided in appendix 2 of the Animals in Pet Shop Code of Practice.

Compliant **Not Compliant**

14.1.8 Fish must be protected from environmental extremes.

Compliant **Not Compliant**

(15) SPECIAL REQUIREMENTS FOR BIRDS

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.

Compliant **Not Compliant**

15.1.2 Birds must be caught by the least stressful method and subjected to minimal handling.

Compliant **Not Compliant**

(15) SPECIAL REQUIREMENTS FOR BIRDS Continued

15.1.3 Only staff that have a specialised knowledge must handle birds

Compliant **Not Compliant**

15.1.4 Pinioning of wings is an unacceptable practice and is defined as an act of cruelty. The clipping of wings feathers is acceptable when undertaken under the guidance of a veterinarian or an experienced bird keeper

Compliant **Not Compliant**

15.1.5 Hand-reared birds must be fully feathered and self-sufficient before sale

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

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 & water.

Compliant **Not Compliant**

15.1.8 Except where it s a species requirement, birds must be fed out of suitable containers and not directly off the floor.

Compliant **Not Compliant**

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.

Compliant **Not Compliant**

15.1.10 Environmental enrichment must be provided. This may include the provision of cuttlefish, toys, or other enrichment devices.

Compliant Not Compliant

15.1.11 Bird enclosures must be protected from environmental extremes.

Compliant Not Compliant

**(15) SPECIAL REQUIREMENTS FOR BIRDS
Continued**

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.

Compliant Not Compliant

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

1. Changes in appearance or droppings
Compliant Not Compliant
2. Changes in food or water consumption
Compliant Not Compliant
3. Changes in attitude or behaviour e.g. inability to fly or see
Compliant Not Compliant
4. Changes in appearance or posture, ruffled feathers tail pumping, etc
Compliant Not Compliant
5. Changes in weight
Compliant Not Compliant
6. Enlargements or swelling
Compliant Not Compliant
7. Vomiting, injury or bleeding
Compliant Not Compliant
8. Discharge from nostrils, eyes or beak
Compliant Not Compliant
9. Excessive loss of feathers
Compliant Not Compliant
10. Lameness or sore on feet
Compliant Not Compliant

**11. Overgrown beak or nails
Compliant Not Compliant**

**12. Stains or scabs around feet, eyes or nostrils
Compliant Not Compliant**

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'.

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:

1. **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**
2. **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**
3. **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)**