

Australian Capital Territory

Animal Welfare (Overnight Animal Boarding Establishments) Mandatory Code of Practice 2021

Disallowable instrument DI2021–190

made under the

Animal Welfare Act 1992, Section 23 (Mandatory code of practice)

1 Name of instrument

This instrument is the *Animal Welfare (Overnight Animal Boarding Establishments) Mandatory Code of Practice 2021*.

2 Commencement

This instrument commences on 1 August 2021.

3 Approval

I approve the Code of Practice for Overnight Animal Boarding Establishments, attached to this instrument, as a mandatory code of practice under the *Animal Welfare Act 1992*.

4 Revocation of previous instruments

This instrument revokes the *Animal Welfare (Animal Boarding Establishments) Code of Practice 2008 (No 2) DI2008-247*.

Chris Steel MLA
Minister for Transport and City Services

21 July 2021

Contents

Introduction	3
Name of Code	3
Purpose of Code.....	3
Scope of Code	3
Structure of Code.....	4
Relation to other Codes	4
Compliance with Code.....	4
Definitions for this Code	4
Mandatory standards in this Code.....	6
1. Responsibilities of managers and staff	14
1.1 Specific to manager.....	14
1.2 Specific to animal attendants	15
1.3 All staff	16
2. Animal housing.....	17
2.1 Facility	17
2.2 Construction - general	17
2.3 Pen size – general all animals	18
2.4 Pen size - dogs.....	18
Table 1 – Pen sizes for dogs	18
2.5 Pen size - cats	18
Table 2 – Pen sizes for cats	19
2.6 Drainage.....	19
2.7 Temperature	19
2.8 Noise	20
2.9 Lighting.....	20
2.10 Ventilation.....	20
2.11 Bedding	20
2.12 Security	21
3. Safety and security.....	21
4. Hygiene	21
4.1 Cleaning and disinfection.....	22
4.2 Pest control	22
4.3 Litter trays.....	22

5. Administration and operations	22
5.1 Operational matters.....	22
5.2 Supervision.....	23
5.3 Record keeping and admission requirements	23
6. Health care	24
6.1 Disease prevention	24
6.2 Health checks	25
6.3 Veterinary attention	25
6.4 Isolation.....	25
6.5 Euthanasia.....	26
7. Diet.....	26
Table 3 - Recommended daily intake for normal adult dogs.....	27
Table 4 - Recommended daily intake for normal cats	27
8. Exercise	28
9. Transport.....	28
10. Unclaimed animals.....	29
11. Lost, injured or deceased animals	29
Acknowledgements.....	29

Introduction

Name of Code

This Code is the *Code of Practice for Overnight Animal Boarding Establishments 2021*.

Purpose of Code

This Code sets out both mandatory standards and additional information to guide the care and management of animals by overnight boarding establishments in the Australian Capital Territory (ACT).

Mandatory standards set out in this Code serve as conditions for pet business licences held by overnight animal boarding establishments. These licenses are established under the *Animal Welfare Act 1992* (the Act).

The minding, keeping and caring of animals by animal boarding establishments must comply with all relevant ACT legislation.

Scope of Code

This Code applies to the care and management of all animals that are cared for temporarily in overnight boarding establishments in the ACT, including dog kennels and catteries. These establishments may offer boarding services as the primary or sole service or may offer boarding services as an ancillary service to the business. The scope of standards in this Code includes the governance, staffing, policy and operational aspects of the business, where these functions relate to animal welfare.

This Code does not apply to businesses that may board stock animals, horse agistment or pet care businesses that do not operate out of a permanent location e.g. pet sitting apps,¹ nor does it apply to the boarding of animals for the purpose of veterinary care, animal welfare or benevolent purposes. Pet day care boarding establishments are covered by the 'Code of Practice for Animal Boarding Establishments (Day Care) 2021'.

Under section 24I the Act, all ACT overnight animal boarding establishments must adhere to the mandatory standards in this Code as conditions of a pet business licence issued under section 24G of the Act.

It is an offence for an overnight animal boarding establishment to not comply with the mandatory standards in this Code. A business which is found not to comply with a mandatory standard that applies to the business may be given a direction to correct the non-compliance within a stated timeframe. If the business still fails to comply, the licence may be suspended or revoked, and the business may face financial penalties.

The additional information accompanying the mandatory standards in this Code is not included as conditions of a pet business licence. The additional information provides guidance on the minimum animal welfare standards that should be met by overnight boarding establishments in the ACT, although are not mandatory under the Act.

¹ Pet sitting businesses using apps are becoming increasingly popular in Australia and these for-profit services are not currently covered by a licensing system or a specific code of practice under the Act. Instead, the operations of pet sitters associated with these apps are covered more generally by the broader animal welfare provisions and offences set out by the Act.

If an authorised animal welfare inspector or the Animal Welfare Authority requires a particular pet business licence to include additional information from this Code as a licence condition, this can be outlined on the licence itself.

Structure of Code

Mandatory standards are minimum standards set out for the appropriate care and management of animals in overnight boarding establishments. All mandatory standards are compiled from page 6 of this Code.

These mandatory standards are also listed under their relevant sections, along with additional information to be used as further guidance on the responsibilities of overnight animal boarding establishments. Standards listed as additional information are not bolded or numbered and are not mandatory.

Non-compliance with any relevant mandatory standards can constitute an offence under the Act and a breach of a pet business licence.

Relation to other Codes

A number of Codes of Practice for animal welfare have been made over time by the ACT Government. Taken together, the Codes create a matrix of animal welfare provisions that provide guidance on most of the acute animal welfare issues in the ACT. The Codes are subject to reviews and updates and additional codes may be developed as industries, technologies, attitudes and best practice animal welfare evolves.

Compliance with Code

This Code is made under section 23 of the Act, which allows the Minister to approve a code of practice, part or all of which has mandatory force. Failing to comply with the mandatory elements of this Code is an offence. It is also an offence to fail to follow a direction to comply with this Code. Sections 24A, 24B, 24C and 24D of the Act outline these offences and their penalties.

A licensed overnight animal boarding establishment must comply with the mandatory standards set out in this Code as conditions of a pet business licence under section 24I of the Act. An overnight animal boarding establishment that does not comply with the mandatory standards of this Code as conditions of the licence is committing an offence under section 24S of the Act.

Definitions for this Code

Animal: has the same meaning as provided in the Act; however, it is noted the majority of overnight animal boarding establishments only offer boarding services tailored to dogs, cats, rabbits, guinea pigs and other small pets.

Boarding: means the temporary taking of custody or possession of an animal (usually for a period of hours, days or weeks, but can be longer) for the purpose of minding and caring for the animal, which may include other services such as training, grooming, walking or socialising.

Cattery: means a business or section of a business used to house cats in contained cages or compartments including for sleeping and oftentimes play and exercise spaces. Play and exercise spaces should generally not involve cats from different households making direct contact with each other unless the owners or keepers of the cats have permitted this to take place.

Dog kennel: means dog sleeping area and/or enclosed dog run.

Dog pen: means an enclosed indoor or outdoor yard or space used for dogs to move about freely, alone or with other dogs.

Manager: means a person who holds responsibility over the general management of and decision making for an overnight animal boarding establishment, either a nominated manager, supervisor or business owner, depending on the staffing structure of the business.

Overnight boarding establishment: A fixed location business that formally offers and receives payment for overnight animal accommodation as one of the services provided.

Pet business licence: is a licence issued under section 24G of the Act. A licensed pet business must meet the licence conditions set out by the Animal Welfare Authority and by the mandatory standards set out in the relevant code of practice. Overnight animal boarding establishments must be licensed and the mandatory standards set out in this Code are conditions of the licence.

Staff: includes the proprietor, manager, supervisors, employees, volunteers and work experience employees of an overnight animal boarding establishment.

Up to date vaccinations: for dogs this means C5 vaccination at a minimum (C5 covers vaccination against distemper, hepatitis, parvovirus and kennel cough (parainfluenza virus and Bordetella bronchiseptica). For cats this means F3 vaccination at a minimum (F3 covers vaccination against feline distemper (panleukopenia), feline calicivirus and feline rhinotracheitis virus). C5 and F3 vaccinations must have been administered within the past 12 months.

Up to date worming: means an intestinal all-wormer administered within the past three months.

For further information please contact:

Animal Welfare Authority
GPO Box 158
CANBERRA ACT 2601

Enquiries relating to this Code can also be made through Access Canberra on 13 22 81 or via the online feedback form located at accesscanberra.act.gov.au

Mandatory standards in this Code

This section lists all mandatory standards contained in this Code. Provisions are numbered according to the section of this Code in which they occur.

1.1.1 The manager of a boarding facility is responsible for the overall management and conduct of the establishment which may directly or indirectly impact on the welfare of animals boarded there. The manager must either be able to demonstrate experience and training in animal care or employ a person who has such experience and training and who can oversee the care of all animals boarded at the facility.

1.1.2 The manager must ensure the staff working or volunteering at the facility have the skills, knowledge, training and resources to be able to effectively maintain the physical health and mental wellbeing of all animals boarded at the facility, both directly (such as animal attendants overseeing feeding and watering) and indirectly (such as administrative staff overseeing animal intakes and records) and in day to day operations and in emergencies.

1.1.3 The manager must ensure staffing and rostering can consistently accommodate the needs of animals boarded at the facility to maintain their health and wellbeing.

1.1.4 The manager must have arrangements in place that enable prompt veterinary treatment and euthanasia if necessary.

1.1.5 In particular, the manager is responsible for:

- **1.1.5.1 ensuring that each animal is able to be individually identified;**
- **1.1.5.2 provision of sufficient space for animals to stand, move around freely, stretch fully and rest;**
- **1.1.5.3 provision of protection for animals, as necessary, from adverse natural or artificial environmental conditions, other animals and interference from humans;**
- **1.1.5.4 establishing policies, standard operating procedures and/or training manuals and ensuring staff are aware of these and can access them at all times when working. The information must include details on day to day operations (including provision of food and water, record keeping, escape prevention measures, maintaining suitable conditions, regular inspection of animals, transportation if used and handling of animals), vaccinations policy, contact details and instructions for if an animal displays high stress, illness or injury (including the manager's details and an established veterinary contact);**
- **1.1.5.5 providing emergency management procedures and equipment, including procedures for evacuation and basic firefighting equipment, and ensuring staff are aware of these and can access them at all times when working; and**
- **1.1.5.6 supervision of all staff, whether they are working full or part time and whether or not working for fee or reward.**

1.2.1 Animal attendants are responsible for:

- **1.2.1.1 daily feeding as required for the age and species;**
- **1.2.1.2 watering and inspection of all animals;**
- **1.2.1.3 exercising animals as required for the species;**
- **1.2.1.4 daily cleaning of facilities, including hosing out kennels, replacing bedding, changing litter trays, cleaning feeding and watering utensils and disinfecting a kennel or cage of an animal that has left the facility;**
- **1.2.1.5 reporting any of the following symptoms in any animal to a supervisor, manager or a veterinarian to seek advice and/or treatment:**

- runny nose, runny or inflamed eyes;
- repeated sneezing;
- coughing;
- vomiting;
- diarrhoea, especially if bloodstained;
- lameness;
- lethargy;
- inability to stand or walk;
- dogs on heat (non-desexed dogs should not be accepted unless appropriate measures have been put in place to prevent breeding, such as isolation or ensuring a non-desexed female and non-desexed male are never allowed in the same enclosure, transported or exercised together);
- significant changes in bodyweight;
- lack of appetite;
- refusal of water or an excessive consumption of water;
- apparent pain;
- fits or staggering;
- bloating of abdomen;
- difficulty or inability to urinate or defecate;
- red or brown coloured urine;
- wounds, inflammations or irritations or hair loss;
- changes in behaviour indicative of high stress; and
- any other serious physical or behavioural abnormality.

1.3.1 All staff must have an understanding of the responsibility they hold in the care and management of animals boarded at the facility and must have the knowledge, competence and skills to carry out day to day operations in a way that maintains the health and wellbeing of animals boarded there.

1.3.2 In particular, all staff, including the manager and animal attendants, are responsible for:

- **1.3.2.1 the mental and physical wellbeing of all animals in the establishment, including ensuring conditions likely to cause stress, injury or pain are managed effectively and tools for enrichment are utilised e.g. bedding, toys, scratching posts, protection from stressors, etc.;**
- **1.3.2.2 provision of accommodation and equipment which suits the physical and behavioural requirements of the animals held;**
- **1.3.2.3 protection of animals as far as possible from disease, distress and injury, including regular inspections of animals, upholding vaccination policy, only grouping animals together when it is safe to do so and under supervision e.g. following behavioural assessments;**
- **1.3.2.4 provision of prompt veterinary or other appropriate treatment in cases of disease or injury and the skills to identify when this may be needed;**
- **1.3.2.5 maintenance of hygiene of the premises and general health of the animals held;**
- **1.3.2.6 provision of sufficient quantities of adequate and sufficient food and clean, fresh water to maintain good health;**
- **1.3.2.7 the maintenance and collation of relevant records; and**

- **1.3.2.8 prevention of animals escaping, either into other areas of the facility not constructed for the animal to be present or outside the facility. All containers, cages, kennels, enclosures, pens and yards must be constructed, maintained and used in ways that significantly reduce the likelihood of an animal brought into the facility escaping. All animals brought into the facility must be handled, cared for, managed, transported and housed in ways that prevent escape.**

2.1.1 Animal boarding establishment sites must have an adequate water supply and appropriate waste disposal systems.

2.1.2 Animal boarding establishments should be located:

- away from sources of noise or pollution that are likely to cause injury or stress to animals; and
- out of areas that are prone to flooding or bushfires.

2.1.3 Potential clients must be allowed to briefly inspect the area of the facility where their animal would be boarded at a mutually agreed time and under the supervision of a member of staff.

2.2.1 Catteries and kennels must be designed, constructed, serviced and maintained in a way that ensures the good health and well-being of the animals whilst preventing escape of the animal (e.g. prevent cats climbing/jumping out or dogs digging under enclosure fences) or injury to any animal or human.

2.2.2 Housing must provide protection from the weather (wind, rain, sun and extremes of climate), vermin and harassment from other animals.

2.2.3 Materials should be selected for ease of maintenance and cleaning, durability and non-toxicity. Floors of animal housing areas for catteries, kennels and cages must be made of an impervious material to assist cleaning and drainage.

2.2.4 Kennel and cattery pens must be divided by a solid opaque partition between all adjoining pens. The solid partition does not need to extend the full length of the pen but needs to be long enough to provide any animal with adequate protection from any aggressive neighbouring animals, to assist with noise reduction and to afford all animals some privacy out of view from other animals.

2.2.5 Where dog kennels (sleeping area and run) are constructed outdoors they must be at least partially enclosed to provide adequate shade in addition to all other requirements.

2.3.1 Animal housing areas, whether for single or group housing, must provide at least enough space for each animal held to feed, sleep, sit, stand, lie with limbs extended, stretch and move about freely.

2.3.2 Animals must not be housed or exercised together unless the owners of the animals have requested that they be allowed together.

2.4.1 All dogs must be housed one to a pen unless the owner(s) have requested that the dogs be housed together.

2.4.2 Dogs must be monitored to ensure there is no aggressive behaviour.

2.4.3 Pens, runs and exercise yards must allow enough space for each dog to move around freely and comfortably. Pens, runs and yards must not have overcrowding at any time.

2.4.4 The measurements outlined in Table 1 must be followed for all new developments and all extensions or renovations to existing facilities from the date this Code is signed.

2.5.1 Cats may be housed either in banks of cages, which prevent direct contact, or in walk-in modules that include a sleeping compartment and an exercise area. Cats from different households should not be housed or exercised together unless the owners have requested that the cats be housed together.

2.5.2 Cats may only be housed in groups where all owners have given specific written permission and have received advice/information on the risk of disease. Where cats are housed in groups, additional floor space to accommodate the exercise needs is required. Increased attention is required to prevent breeding, injury and disease.

2.5.3 Cats must be monitored to ensure there is no aggressive behaviour.

2.5.4 The measurements for cat pens outlined in Table 2 must be followed for all new developments and all extensions or renovations to existing facilities from the date this Code is signed.

2.6.1 Pens, including catteries, kennels and smaller animal cages, must have floors that:

- enable waste and water to run off; and
- are designed to facilitate cleaning and disinfecting.

2.7.1 Animals must be protected from extremes of temperature, appropriate to their needs.

2.8.1 Cats should be housed away from dogs as they may be distressed by barking and smells.

2.9.1 Lighting must be very dimmed or off entirely for at least eight hours each night.

2.10.1 Ventilation must be adequate to keep animal housing areas free of dampness, noxious odours and draughts.

2.11.1 All kennels must be provided with padded bedding, raised wooden sleeping boards, dog houses or trampoline-style beds. Bedding should be washable and kept clean and dry.

2.11.2 Cats must be provided with washable bedding that is kept clean and dry.

2.11.3 Other animals such as rabbits and guinea pigs must have dry, clean and warm bedding as appropriate for the species e.g. straw or paper bedding.

2.11.4 New or freshly cleaned and disinfected bedding must be provided to each animal on arrival.

2.11.5 The internal surfaces of catteries and kennels must be constructed of impervious, solid, washable materials.

2.12.1 Kennel and cattery buildings must be secured and locked when not staffed.

2.12.2 Each individual kennel, cat cage, module or colony must be fitted with a secure closing device that cannot be opened by the animals held.

2.12.3 Where animals are boarded, a security barrier must be constructed to prevent escape of animals or unauthorised entry.

3.1 Customers/visitors must be supervised by staff at all times when in any area of the facility that contains animals or animal feed. A written policy should be established outlining that customers

and visitors are not to enter areas of the facility beyond the reception area unless supervised by staff. This is to ensure animals cannot be interfered with by unauthorised persons.

4.1.1 Animal housing and exercise areas must be kept clean so that the comfort of animals can be maintained, and disease controlled.

4.1.2 Faeces must be removed at least once daily from kennels and exercise areas.

4.1.3 Kennels, catteries, pens and cages must be disinfected at least three times each week and disinfected before the introduction of any new animal and after an outbreak of an infectious disease.

4.1.4 Cleaning agents containing phenols must not be used where cats are kept because they are particularly toxic to cats.

4.2.1 Pests (including fleas, ticks, flies, lice, mosquitos and wild rodents) must be controlled.

4.3.1 Cats must be provided with litter trays and sufficient suitable litter material, such as commercial cat litter, must be provided.

4.3.2 Faeces and soiled litter must be removed daily.

4.3.3 Litter should be changed every three days if used only by one cat, or every day if used by several cats.

4.3.4 Litter trays should be washed and scalded with hot water every time the litter is changed for a resident cat. When the cat has left, the litter tray must be disinfected before being used by any other cat.

5.1.1 All animals must be identified.

5.1.2 All reasonable special requirements requested by the animal's owner or attending veterinary surgeon, such as administration of medication, feeding of special diets, bathing and grooming, must be implemented.

5.1.3 Leads and collars which are likely to become entangled and endanger dogs must be removed on admission.

5.1.4 Dogs must be housed singly except when they are compatible dogs from the same household. Dogs may only be housed in groups where all owners have given specific written permission. Where dogs are housed in groups, additional floor space to accommodate the exercise needs is required. Increased attention is required to prevent injury and disease.

5.1.5 Operations manuals, standard operating procedures and/or training manuals must be readily accessible to staff at all times.

5.1.1 A staff member must be within visual and audible range of animals at all times.

5.3.1 The boarding establishment must require the following information in relation to each animal's admission.

- **5.3.1.1 The animal's:**
 - **name;**
 - **sex, entire or desexed;**
 - **breed;**
 - **colour;**

- **age;**
 - **condition on arrival;**
 - **distinguishing features;**
 - **permanent identification details (such as microchip implant number, where applicable);**
 - **any health or behavioural issues;**
 - **date of admission; and**
 - **expected date of collection.**
- **5.3.1.2 The owner's (and the owner's nominee):**
 - **name;**
 - **address; and**
 - **contact number/s.**

5.3.2 The boarding establishment must seek information relating to the following:

- **5.3.2.1 details of the animal's medical, dietary, bathing and grooming requirements in writing;**
- **5.3.2.2 vaccination status of the animal and proof of up to date vaccinations;**
- **5.3.2.3 whether the animal has been wormed with an all-wormer in the past three months and, if not, agreement from the owner for the dog to be wormed at the owner's cost prior to admission; and**
- **5.3.2.4 contact details of preferred veterinarian and agreement from the owner/s to cover any veterinary costs.**

5.3.3 Upon collection of the animal the staff of the boarding establishment are to provide details of any veterinary treatment the owner's animal(s) received whilst at the boarding establishment.

6.1.1 Dogs and cats to be boarded must be up to date with vaccinations within the past 12 months (C5 for dogs and F3 for cats) and the owners must supply a current vaccination certificate that indicates adequate vaccination history for each dog before admission. If a certificate is not provided the attending staff member must call the relevant veterinary clinic to confirm up to date vaccinations.

6.1.2 Dogs and cats less than three months old should not be admitted for boarding, other than in exceptional circumstances and with special attention and veterinary guidance.

6.1.3 Dogs and cats should have been treated for gastrointestinal worms before admission. Animals that have not been wormed with an all wormer (including hydatids) in the previous three months must be wormed on admission at the owner's expense and the owner advised accordingly. Long-term boarders should be wormed three months after they were last wormed and every three months thereafter while it is boarded.

6.1.4 Owners of boarded animals must advise that provision of necessary veterinary treatment at the owner's cost may be carried out.

6.1.5 Should an animal disease or parasitic infestation be suspected or confirmed, staff should seek veterinary advice and adopt immediate quarantine and disease control procedures.

6.2.1 Each animal shall be checked at least once daily to monitor its health and comfort. The person checking animals should observe whether each animal:

- **is eating normally;**
- **is drinking normally;**
- **is defecating normally;**
- **is urinating normally;**

- is behaving normally;
- is of normal appearance;
- is able to move about freely; and
- has a normal coat.

6.2.2 Any changes in health status must be reported promptly to the animal boarding establishment manager, with the issue and actions taken documented in the relevant system or file relating to the animal.

6.3.1 An arrangement with a registered veterinarian or veterinary practice must be in place to ensure the boarding establishment can obtain prompt veterinary advice when required and priority call-outs without a standard appointment.

6.4.1 Facilities must be available either at the animal boarding establishment or at veterinary premises for the isolation of animals that are suspected of or have been diagnosed as having an infectious condition or parasitic infestation. Housing for animals in isolation must still meet the requirements of this Code where staff safety and the safety of other animals is able to be maintained.

6.4.2 Staff must be trained in caring for animals in quarantine.

6.5.1 Euthanasia must only be carried out by a veterinarian.

7.1 All animals must have a permanent supply of fresh, clean water.

7.2 Food and water containers must be cleaned daily.

7.3 Adult dogs and cats must be fed daily or twice daily if required e.g. if the original quantity provided earlier in the day was inadequate. Pregnant and lactating animals, pups up to six months of age and kittens up to eight months of age must be fed twice daily or more often if required.

7.4 Food must be prepared hygienically, preferably in a kitchen area. It should be stored appropriately to avoid illness from off food, i.e. dry food kept in a rodent-free place and sealed, and fresh meat and open wet food kept refrigerated.

8.1 Dogs must have the opportunity for exercise to:

- allow them to urinate and defaecate;
- give them contact with humans and, if appropriate, with other dogs;
- allow them to be checked over; and
- allow stretching.

8.2 Exercise can be provided by:

- allowing dogs access to an exercise area for a total of 30 minutes daily depending on kennel size; or
- walking dogs on a lead for a total of 30 minutes daily.

***It may not be suitable to exercise specific animals due to age, existing health concerns or aggression that poses a risk to staff safety.**

9.1 Any vehicle especially designed or regularly used for transporting animals should:

- 9.1.1 protect animals from injury and stress, as is required under section 15 of the Act;
- 9.1.2 have non-slip floors;
- 9.1.3 provide easy access and operator safety;
- 9.1.4 be air conditioned to protect against extremes of temperature;

- 9.1.5 protect against escape or unauthorised release of animals;
- 9.1.6 be easy to clean and disinfect;
- 9.1.7 be supplied with clean, secure, level cages or carry baskets for cats or very small dogs, and with separate compartments or partitions for larger dogs; and
- 9.1.8 be properly ventilated.

10.1 The managers of animal boarding establishments must have a written policy for dealing with unclaimed animals. Any policy for unclaimed animals must allow the owner of the animal a reasonable opportunity to collect his or her boarded animal. The policy must include a period of time during which an animal will be kept after the arranged collection date. The policy must state what action will be taken should an animal not be collected within the given timeframes, which must involve using a government agency, rehoming organisation or rehoming directly e.g. via social media. The policy must not resort to euthanasia in these circumstances unless a veterinarian has advised this for welfare reasons.

11.1 If an animal escapes, is lost, stolen or is given to the wrong owner whilst in the care of an animal boarding establishment, the business must make every attempt to remedy the situation for all parties concerned in a timely manner and must ensure changes are out in place to prevent this occurring again.

11.2 If an animal suffers an injury or dies whilst in the care of an animal boarding establishment and that injury or death can be attributed to the housing or exercising facilities or services provided, the business must make every attempt to remedy the situation for all parties concerned in a timely manner and must ensure changes are out in place to prevent this occurring again.

1. Responsibilities of managers and staff

This section relates to the general responsibilities and duties of managers and staff associated with the care and management of animals in an overnight animal boarding facility, including the business owner, managers, supervisors, employees, volunteers and people undertaking work experience.

1.1 Specific to manager

1.1.1 The manager of a boarding facility is responsible for the overall management and conduct of the establishment which may directly or indirectly impact on the welfare of animals boarded there. The manager must either be able to demonstrate experience and training in animal care or employ a person who has such experience and training and who can oversee the care of all animals boarded at the facility.

1.1.2 The manager must ensure the staff working or volunteering at the facility have the skills, knowledge, training and resources to be able to effectively maintain the physical health and mental wellbeing of all animals boarded at the facility, both directly (such as animal attendants overseeing feeding and watering) and indirectly (such as administrative staff overseeing animal intakes and records) and in day to day operations and in emergencies.

1.1.3 The manager must ensure staffing and rostering can consistently accommodate the needs of animals boarded at the facility to maintain their health and wellbeing.

1.1.4 The manager must have arrangements in place that enable prompt veterinary treatment and euthanasia if necessary.

1.1.5 In particular, the manager is responsible for:

- **1.1.5.1 ensuring that each animal is able to be individually identified;**
- **1.1.5.2 provision of sufficient space for animals to stand, move around freely, stretch fully and rest;**
- **1.1.5.3 provision of protection for animals, as necessary, from adverse natural or artificial environmental conditions, other animals and interference from humans;**
- **1.1.5.4 establishing policies, standard operating procedures and/or training manuals and ensuring staff are aware of these and can access them at all times when working. The information must include details on day to day operations (including provision of food and water, record keeping, escape prevention measures, maintaining suitable conditions, regular inspection of animals, transportation if used and handling of animals), vaccinations policy, contact details and instructions for if an animal displays high stress, illness or injury (including the manager's details and an established veterinary contact);**
- **1.1.5.5 providing emergency management procedures and equipment, including procedures for evacuation and basic firefighting equipment, and ensuring staff are aware of these and can access them at all times when working; and**

- **1.1.5.6 supervision of all staff, whether they are working full or part time and whether or not working for fee or reward.**

1.2 Specific to animal attendants

1.2.1 Animal attendants are responsible for:

- **1.2.1.1 daily feeding as required for the age and species;**
- **1.2.1.2 watering and inspection of all animals;**
- **1.2.1.3 exercising animals as required for the species²;**
- **1.2.1.4 daily cleaning of facilities, including hosing out kennels, replacing bedding, changing litter trays, cleaning feeding and watering utensils and disinfecting a kennel or cage of an animal that has left the facility;**
- **1.2.1.5 reporting any of the following symptoms in any animal to a supervisor, manager or a veterinarian to seek advice and/or treatment:**
 - **runny nose, runny or inflamed eyes;**
 - **repeated sneezing;**
 - **coughing;**
 - **vomiting;**
 - **diarrhoea, especially if bloodstained;**
 - **lameness;**
 - **lethargy;**
 - **inability to stand or walk;**
 - **dogs on heat (non-desexed dogs should not be accepted unless appropriate measures have been put in place to prevent breeding, such as isolation or ensuring a non-desexed female and non-desexed male are never allowed in the same enclosure, transported or exercised together);**
 - **significant changes in bodyweight;**
 - **lack of appetite;**
 - **refusal of water or an excessive consumption of water;**
 - **apparent pain;**
 - **fits or staggering;**

² Staff safety comes before meeting exercise requirements. Where an individual animal is known to show aggression, exercise requirements and any other duties that may require direct handling should be managed by a competent person who has the training, skills and/or knowledge to manage the animal. An animal should not be handled if it is not safe to do so and the manager should ensure provision of necessary personal protective equipment (PPE) to all staff.

- **bloating of abdomen;**
- **difficulty or inability to urinate or defecate;**
- **red or brown coloured urine;**
- **wounds, inflammations or irritations or hair loss;**
- **changes in behaviour indicative of high stress; and**
- **any other serious physical or behavioural abnormality.**

1.3 All staff

All staff are responsible for record keeping and should ensure records are kept for a minimum of 5 years. The manager is responsible for ensuring a record keeping system is in place to accommodate this.

Further detail on record keeping requirements is at section 5.3 of this Code.

1.3.1 All staff must have an understanding of the responsibility they hold in the care and management of animals boarded at the facility and must have the knowledge, competence and skills to carry out day to day operations in a way that maintains the health and wellbeing of animals boarded there.

1.3.2 In particular, all staff, including the manager and animal attendants, are responsible for:

- **1.3.2.1 the mental and physical wellbeing of all animals in the establishment, including ensuring conditions likely to cause stress, injury or pain are managed effectively and tools for enrichment are utilised e.g. bedding, toys, scratching posts, protection from stressors, etc.;**
- **1.3.2.2 provision of accommodation and equipment which suits the physical and behavioural requirements of the animals held;**
- **1.3.2.3 protection of animals as far as possible from disease, distress and injury, including regular inspections of animals, upholding vaccination policy, only grouping animals together when it is safe to do so and under supervision e.g. following behavioural assessments;**
- **1.3.2.4 provision of prompt veterinary or other appropriate treatment in cases of disease or injury and the skills to identify when this may be needed;**
- **1.3.2.5 maintenance of hygiene of the premises and general health of the animals held;**
- **1.3.2.6 provision of sufficient quantities of adequate and sufficient food and clean, fresh water to maintain good health;**
- **1.3.2.7 the maintenance and collation of relevant records; and**
- **1.3.2.8 prevention of animals escaping, either into other areas of the facility not constructed for the animal to be present or outside the facility. All containers, cages, kennels, enclosures, pens and yards must be constructed, maintained and used in ways that significantly reduce the likelihood of an animal brought into the facility**

escaping. All animals brought into the facility must be handled, cared for, managed, transported and housed in ways that prevent escape.

2. Animal housing

This section relates to the housing arrangements in place for animals boarded at the facility, including site, enclosure construction, environment, bedding and maintenance of enclosures.

The location and construction of animal boarding establishments is subject to approval by relevant ACT Government authorities.

2.1 Facility

2.1.1 Animal boarding establishment sites must have an adequate water supply and appropriate waste disposal systems.

2.1.2 Animal boarding establishments should be located:

- away from sources of noise or pollution that are likely to cause injury or stress to animals; and
- out of areas that are prone to flooding or bushfires.

2.1.3 Potential clients must be allowed to briefly inspect the area of the facility where their animal would be boarded at a mutually agreed time and under the supervision of a member of staff.

2.2 Construction - general

2.2.1 Catteries and kennels must be designed, constructed, serviced and maintained in a way that ensures the good health and well-being of the animals whilst preventing escape of the animal (e.g. prevent cats climbing/jumping out or dogs digging under enclosure fences) or injury to any animal or human.

2.2.2 Housing must provide protection from the weather (wind, rain, sun and extremes of climate), vermin and harassment from other animals.

2.2.3 Materials should be selected for ease of maintenance and cleaning, durability and non-toxicity. Floors of animal housing areas for catteries, kennels and cages must be made of an impervious material to assist cleaning and drainage.

2.2.4 Kennel and cattery pens must be divided by a solid opaque partition between all adjoining pens. The solid partition does not need to extend the full length of the pen but needs to be long enough to provide any animal with adequate protection from any aggressive neighbouring animals, to assist with noise reduction and to afford all animals some privacy out of view from other animals.

2.2.5 Where dog kennels (sleeping area and run) are constructed outdoors they must be at least partially enclosed to provide adequate shade in addition to all other requirements.

2.3 Pen size – general all animals

2.3.1 Animal housing areas, whether for single or group housing, must provide at least enough space for each animal held to feed, sleep, sit, stand, lie with limbs extended, stretch and move about freely.

2.3.2 Animals must not be housed or exercised together unless the owners of the animals have requested that they be allowed together.

2.4 Pen size - dogs

2.4.1 All dogs must be housed one to a pen unless the owner(s) have requested that the dogs be housed together.

2.4.2 Dogs must be monitored to ensure there is no aggressive behaviour.

2.4.3 Pens, runs and exercise yards must allow enough space for each dog to move around freely and comfortably. Pens, runs and yards must not have overcrowding at any time.

2.4.4 The measurements for dog pens outlined in Table 1 must be followed for all new developments and all extensions or renovations to existing facilities from the date this Code is signed.

Table 1 – Pen sizes for dogs

Kennelling for dogs, including sleeping quarters and pens, should meet the following minimum standards:

- Where the dogs are exercised once daily:
 - dogs up to 15 kg – sleeping area 2.9m² and run area 4m² with a minimum dimension (width/length) of 1m, plus 1/2m² per additional dog (maximum 3 dogs);
 - dogs 15kg to 30kg – sleeping area 2.9m² and run area 6m², with a minimum dimension (width/length) 1.5m plus 1/2m² per additional dog (maximum 3 dogs); and
 - dogs over 30 kg – sleeping area 2.9m² and run area 8m² with a minimum dimension (width/length) of 2.0m plus 1m² per additional dog (maximum 4 dogs).
- Where dogs are exercised twice daily:
 - half the above floor areas, minimum width 0.9m, one dog per kennel.

In certain cases, some dogs may need to be housed in smaller areas, due to injury, behavioural needs, staff safety concerns, illness or age.

Dog pens should be high enough to permit staff to walk right to the back of the pen.

2.5 Pen size - cats

2.5.1 Cats may be housed either in banks of cages, which prevent direct contact, or in walk-in modules that include a sleeping compartment and an exercise area. Cats from different households should not be housed or exercised together unless the owners have requested that the cats be housed together.

2.5.2 Cats may only be housed in groups where all owners have given specific written permission and have received advice/information on the risk of disease. Where cats are housed in groups, additional floor space to accommodate the exercise needs is required. Increased attention is required to prevent breeding, injury and disease.

2.5.3 Cats must be monitored to ensure there is no aggressive behaviour.

2.5.4 The measurements for cat pens outlined in Table 2 must be followed for all new developments and all extensions or renovations to existing facilities from the date this Code is signed.

Table 2 – Pen sizes for cats

Cat pens or cages should meet the following minimum standards:

- Cats boarded for up to one week must be provided with a floor area of at least 1m² and a minimum height of 900mm.
- Cats boarded for longer than one week but less than two months, must be provided with accommodation that meets the following criteria:
 - cages that have a minimum floor area of 1.5m² and a minimum height of 900mm; or
 - walk-in modules that have a minimum floor area of 0.8m², a minimum width of 900mm and a minimum height of 1.8 m. The module must contain at least two levels including raised sleeping quarters. The higher level(s) must be connected to the floor by means of a ramp, pole or steps. This size is for one cat only. An additional one metre squared of floor space is required for each additional cat. Each cat must have an individual sleeping area, shelf, food bowl and litter tray.
- Cats boarded for longer than two months must be provided with accommodation that meets the following criteria:
 - enclosures must provide the minimum space of 3m² x 1.8m high with an additional 2m² for each additional cat.
 - Where a boarding establishment provides a common cat exercise area, the minimum floor area available for sleeping must be 0.4m².

2.6 Drainage

2.6.1 Pens, including catteries, kennels and smaller animal cages, must have floors that:

- **enable waste and water to run off; and**
- **are designed to facilitate cleaning and disinfecting.**

Where a collection drain is provided to take away water after cleaning, it should be fitted with a fine mesh wire basket to trap hair and waste and be cleaned daily.

2.7 Temperature

2.7.1 Animals must be protected from extremes of temperature, appropriate to their needs.

Animals housed in an enclosed pen, including cattery, kennel or smaller animal cage should have a temperature maintained between 15-27°C.

Very old and very young animals, together with animals that are injured, ailing, or under veterinary supervision, are more sensitive than other animals to changes in temperature and may require provision of heating or cooling.

2.8 Noise

2.8.1 Cats should be housed away from dogs as they may be distressed by barking and smells.

Noise, particularly from barking dogs, should be controlled by limiting visual stimulation. Use of deterrent collars, other than citronella collars, is not permitted under the Act.

2.9 Lighting

2.9.1 Lighting must be very dimmed or off entirely for at least eight hours each night.

Lighting should be as close as possible, in duration and intensity, to natural conditions.

Sunlight is the preferred means of lighting, provided that shaded areas are available.

Artificial light should be provided, where needed, to allow animal housing areas to be thoroughly cleaned and animals checked.

2.10 Ventilation

2.10.1 Ventilation must be adequate to keep animal housing areas free of dampness, noxious odours and draughts.

Cage or pen areas should have an ample supply of fresh air. In totally enclosed buildings where air conditioned ventilation is the only form of air supply, the following are required:

- an air change rate of 8-12 changes per hour to prevent the build-up of foul odours or carbon monoxide;
- ventilation devices must avoid causing draughts and distribute fresh air evenly to all of the boarding areas;
- temperature must be maintained in the range of 15-27°C;
- air recirculation units must incorporate effective air cleaning and filtration to ensure the removal of infectious organisms and chemicals; and
- a back-up and alarm system in case of power failures or breakdown of ventilation and temperature control mechanisms.

2.11 Bedding

2.11.1 All kennels must be provided with padded bedding, raised wooden sleeping boards, dog houses or trampoline-style beds. Bedding should be washable and kept clean and dry.

2.11.2 Cats must be provided with washable bedding that is kept clean and dry.

2.11.3 Other animals such as rabbits and guinea pigs must have dry, clean and warm bedding as appropriate for the species e.g. straw or paper bedding.

2.11.4 New or freshly cleaned and disinfected bedding must be provided to each animal on arrival.

2.11.5 The internal surfaces of catteries and kennels must be constructed of impervious, solid, washable materials.

All sleeping areas in use should be cleaned and disinfected daily.

To ensure the most hygienic environment for the internal spaces, a curved wall/floor junction is recommended. A floor of sealed concrete is ideal for dogs, although paved and grassed areas are acceptable for the special behavioural needs of some dogs.

2.12 Security

2.12.1 Kennel and cattery buildings must be secured and locked when not staffed.

2.12.2 Each individual kennel, cat cage, module or colony must be fitted with a secure closing device that cannot be opened by the animals held.

2.12.3 Where animals are boarded, a security barrier must be constructed to prevent escape of animals or unauthorised entry.

Any security method used must allow for ready access to animals and ready exit of staff and animals from the premises in the event of an emergency.

Kennel compound walls may form part of the security barriers. The security barriers must be fitted with at least one self-closing, lockable gate. There should be a minimum of two lockable gates or doors between the animals' immediate housing and the exterior of the premises.

3. Safety and security

This section relates to the general safety and security of animals, staff, visitors and the overall facility.

3.1 Customers/visitors must be supervised by staff at all times when in any area of the facility that contains animals or animal feed. A written policy should be established outlining that customers and visitors are not to enter areas of the facility beyond the reception area unless supervised by staff. This is to ensure animals cannot be interfered with by unauthorised persons.

Appropriate security structures and systems should be put in place to prevent break-ins.

Staff health should be protected by the provision of appropriate work clothing, adequate hand washing facilities and tetanus immunisation. Staff should be aware of disease-causing organisms that can be transmitted to humans and personal hygiene procedures must ensure that transmission of diseases does not occur.

All personnel, especially women of childbearing age, should be made aware of the risk of contracting toxoplasmosis through inadequate hygiene procedures.

4. Hygiene

This section relates to the general cleanliness and hygiene of the facility to ensure animals are kept in hygienic conditions and not exposed to disease or illness.

4.1 Cleaning and disinfection

4.1.1 Animal housing and exercise areas must be kept clean so that the comfort of animals can be maintained, and disease controlled.

4.1.2 Faeces must be removed at least once daily from kennels and exercise areas.

4.1.3 Kennels, catteries, pens and cages must be disinfected at least three times each week and disinfected before the introduction of any new animal and after an outbreak of an infectious disease.

4.1.4 Cleaning agents containing phenols must not be used where cats are kept because they are particularly toxic to cats.

Kennels should be hosed at least once daily.

Cleaning and disinfecting agents must be chosen on the basis of their suitability, safety and effectiveness. Manufacturer's instructions for the use of these agents must be followed and clearly displayed for all staff to follow. If a solution is too dilute it may be ineffective. If a solution is concentrated it may be toxic to animals. Animals must be regularly checked for sensitivity to any chemical agents used.

4.2 Pest control

4.2.1 Pests (including fleas, ticks, flies, lice, mosquitos and wild rodents) must be controlled.

Chemicals used for pest control should only be used in accordance with manufacturer's instructions.

4.3 Litter trays

4.3.1 Cats must be provided with litter trays and sufficient suitable litter material, such as commercial cat litter, must be provided.

4.3.2 Faeces and soiled litter must be removed daily.

4.3.3 Litter should be changed every three days if used only by one cat, or every day if used by several cats.

4.3.4 Litter trays should be washed and scalded with hot water every time the litter is changed for a resident cat. When the cat has left, the litter tray must be disinfected before being used by any other cat.

5. Administration and operations

This section relates to the administrative and procedural/operational management of the business, particularly concerning identification of animals and record keeping of health concerns and any special needs of an animal.

5.1 Operational matters

5.1.1 All animals must be identified.

5.1.2 All reasonable special requirements requested by the animal's owner or attending veterinary surgeon, such as administration of medication, feeding of special diets, bathing and grooming, must be implemented.

5.1.3 Leads and collars which are likely to become entangled and endanger dogs must be removed on admission.

5.1.4 Dogs must be housed singly except when they are compatible dogs from the same household. Dogs may only be housed in groups where all owners have given specific written permission. Where dogs are housed in groups, additional floor space to accommodate the exercise needs is required. Increased attention is required to prevent injury and disease.

5.1.5 Operations manuals, standard operating procedures and/or training manuals must be readily accessible to staff at all times.

5.2 Supervision

5.2.1 A staff member must be within visual and audible range of animals at all times.

There should be a staff to dog ratio of 1:15 during business hours; however, there should be two staff members working during main check-in and check-out times. If there are over 40 dogs one extra staff member should be added for every 10 thereafter.

At least one staff member not working should be on call at all times to come in if needed.

5.3 Record keeping and admission requirements

5.3.1 The boarding establishment must require the following information in relation to each animal's admission.

- **5.3.1.1 The animal's:**
 - name;
 - sex, entire or desexed;
 - breed;
 - colour;
 - age;
 - condition on arrival;
 - distinguishing features;
 - permanent identification details (such as microchip implant number, where applicable);
 - any health or behavioural issues;
 - date of admission; and
 - expected date of collection.
- **5.3.1.2 The owner's (and the owner's nominee):**
 - name;
 - address; and
 - contact number/s.

5.3.2 The boarding establishment must seek information relating to the following:

- **5.3.2.1 details of the animal’s medical, dietary, bathing and grooming requirements in writing;**
- **5.3.2.2 vaccination status of the animal and proof of up to date vaccinations;**
- **5.3.2.3 whether the animal has been wormed with an all-wormer in the past three months and, if not, agreement from the owner for the dog to be wormed at the owner’s cost prior to admission; and**
- **5.3.2.4 contact details of preferred veterinarian and agreement from the owner/s to cover any veterinary costs.**

5.3.3 Upon collection of the animal the staff of the boarding establishment are to provide details of any veterinary treatment the owner’s animal(s) received whilst at the boarding establishment.

6. Health care

This section relates to the management and prevention of disease and illness for animals housed at the facility.

6.1 Disease prevention

6.1.1 Dogs and cats to be boarded must be up to date with vaccinations within the past 12 months (C5 for dogs and F3 for cats) and the owners must supply a current vaccination certificate that indicates adequate vaccination history for each dog before admission. If a certificate is not provided the attending staff member must call the relevant veterinary clinic to confirm up to date vaccinations.³

6.1.2 Dogs and cats less than three months old should not be admitted for boarding, other than in exceptional circumstances and with special attention and veterinary guidance.

6.1.3 Dogs and cats should have been treated for gastrointestinal worms before admission. Animals that have not been wormed with an all wormer (including hydatids) in the previous three months must be wormed on admission at the owner’s expense and the owner advised accordingly. Long-term boarders should be wormed three months after they were last wormed and every three months thereafter while it is boarded.

6.1.4 Owners of boarded animals must be advised that provision of necessary veterinary treatment may be carried out.

6.1.5 Should an animal disease or parasitic infestation be suspected or confirmed, staff should seek veterinary advice and adopt immediate quarantine and disease control procedures.

It is recommended that all owners have their dogs on medication to prevent heartworm.

³ If veterinary confirmation of up to date vaccinations cannot be confirmed the animal should not be boarded unless veterinary approval can be provided, in which case veterinary instructions on safe boarding and quarantine from other animals is required.

The boarding establishment should enquire if the animal is known or suspected to be suffering from an infectious disease or parasitic infestation. Animals known to have these conditions must be quarantined and treated appropriately or refused admission.

Sedatives must only be used in accordance with veterinary advice.

6.2 Health checks

6.2.1 Each animal shall be checked at least once daily to monitor its health and comfort. The person checking animals should observe whether each animal:

- **is eating normally;**
- **is drinking normally;**
- **is defecating normally;**
- **is urinating normally;**
- **is behaving normally;**
- **is of normal appearance;**
- **is able to move about freely; and**
- **has a normal coat.**

6.2.2 Any changes in health status must be reported promptly to the animal boarding establishment manager, with the issue and actions taken documented in the relevant system or file relating to the animal.

6.3 Veterinary attention

6.3.1 An arrangement with a registered veterinarian or veterinary practice must be in place to ensure the boarding establishment can obtain prompt veterinary advice when required and priority call-outs without a standard appointment.

The animal boarding establishment manager should nominate sufficient veterinarians who are able to attend to animals, if the animal's normal veterinarian is unavailable.

Veterinary advice should be sought by the manager or a nominee for any animal showing one or more of the signs listed at 1.2.1.5.

6.4 Isolation

6.4.1 Facilities must be available either at the animal boarding establishment or at veterinary premises for the isolation of animals that are suspected of or have been diagnosed as having an infectious condition or parasitic infestation. Housing for animals in isolation must still meet the requirements of this Code where staff safety and the safety of other animals is able to be maintained.

6.4.2 Staff must be trained in caring for animals in quarantine.

All appropriate personal hygiene rules must be followed by staff caring for animals that have been isolated.

Sick animals that are not infectious or infested, but which may be stressed by contact with other animals, should be housed in a quiet environment away from other animals, but not necessarily isolated.

A procedure for handling isolated animals is:

- animals in isolation should have no contact with other healthy animals at the establishment. Air from isolation areas should be separately exhausted. Additional contact with humans may be necessary to ensure the animal does not suffer emotionally as a result of the isolation;
- wastewater, food and containers should be handled and disposed of separately. Reusable containers should be cleaned separately from those used by healthy animals; and
- where appropriate, clothing and footwear should be disinfected or washed immediately upon completion of handling isolated animals due to the possibility of the carriage of diseases by humans from one animal to another.

6.5 Euthanasia

6.5.1 Euthanasia must only be carried out by a veterinarian.

Euthanasia should be considered and recommended to the owner where it is advised by a veterinarian who has examined the animal.

If euthanasia is required, all avenues to advise the owner should be undertaken prior to euthanasia, as long as the welfare of the animal is not compromised by any delay.

7. Diet

This section relates to the standards for the provision of food and water for animals at the facility.

7.1 All animals must have a permanent supply of fresh, clean water.

7.2 Food and water containers must be cleaned daily.

7.3 Adult dogs and cats must be fed daily or twice daily of required e.g. if the original quantity provided earlier in the day was inadequate.⁴ Pregnant and lactating animals, pups up to six months of age and kittens up to eight months of age must be fed twice daily or more often if required.

7.4 Food must be prepared hygienically, preferably in a kitchen area. It should be stored appropriately to avoid illness from off food, i.e. dry food kept in a rodent-free place and sealed, and fresh meat and open wet food kept refrigerated.

⁴ Some more muscular or active breeds of cat and dog may require more food than recommended in the guidelines; this should be determined on a case-by-case basis.

The following should be used as a guide for feeding dogs subject to manufacturers' advice:

Table 3 - Recommended daily intake for normal adult dogs

Body Weight of Dog (kg)	Dry Dog Food cups/dog	OR	Canned Dog Food	
			450g/can cans/dog	700g/can cans/dog
3	0.75		0.50	
5	1.00		0.75	
10	2.00		1.25	
15	2.50		1.75	1.00
20	3.25		2.00	1.25
25	3.75		2.50	1.25
30	4.00		2.75	1.75
40	5.00		3.50	2.00
50	6.00		4.00	2.50

*Dry food should also be supplied to dogs; however, any uneaten food should be removed afterwards.

The following should be used as a guide for feeding cats:

Table 4 - Recommended daily intake for normal cats

Body Weight of cat (kg)	Age (wks)	Canned cat food 425g/can cans/cat
0.5 - 1	10	0.25 - 0.5
1.0 - 2.0	20	0.3 - 0.6
1.5 - 3.0	30	0.3 - 0.65
2.0 - 4.0	40	0.4 - 0.7
3.0 - 5.0+	Adult	0.4 - 0.8

*Dry food should be supplied for kittens and cats throughout each day for grazing unless special health requirements mean the cat's food intake should be controlled e.g. for cats undergoing weight management.

Pregnant and lactating animals require approximately twice the amount of food specified in the above tables.

Food and water containers must be non-spillable, non-chewable and of a design that can be easily cleaned and does not cause any injury to the animals.

Where owners of animals boarded request and supply a certain type of food for their animal this should be fulfilled. Where boarding establishments use a pre-determined brand and type of food this should be made clear to the owner.

Animals should not be overfed as even weight gain over a few weeks can impact heavily on the health and quality of life for the animal.

A variety of canned foods should be supplied. Fish or fresh meat may tempt fussy eaters.

Whole milk should not generally be offered as it may cause diarrhoea.

Uneaten food should be removed and disposed of daily so that it does not spoil or attract vermin.

Cats should be specially monitored after admission to check that they are eating.

8. Exercise

This section relates to the provision of exercise for animals boarded at the facility, including allowing the animal to exercise itself by moving about freely in its kennel or enclosure.

8.1 Dogs must have the opportunity for exercise to:

- **allow them to urinate and defaecate;**
- **give them contact with humans and, if appropriate, with other dogs;**
- **allow them to be checked over; and**
- **allow stretching.**

8.2 Exercise can be provided by:

- **allowing dogs access to an exercise area for a total of 30 minutes daily depending on kennel size; or**
- **walking dogs on a lead for a total of 30 minutes daily.**

***It may not be suitable to exercise specific animals due to age, existing health concerns or aggression that poses a risk to staff safety.**

Very active or old dogs may require more or less exercise than specified.

Cats and other animals must have sufficient room to enable them to stretch and to move about freely.

Cats should be checked daily for mobility.

Boarding establishments may accept toys and other forms of enrichment for the exclusive use of that dog or cat while boarding.

9. Transport

This section relates to the safe and appropriate transportation of animals by the business.

9.1 Any vehicle especially designed or regularly used for transporting animals should:

- **9.1.1 protect animals from injury and stress, as is required under section 15 of the Act;**
- **9.1.2 have non-slip floors;**
- **9.1.3 provide easy access and operator safety;**
- **9.1.4 be air conditioned to protect against extremes of temperature;**
- **9.1.5 protect against escape or unauthorised release of animals;**
- **9.1.6 be easy to clean and disinfect;**
- **9.1.7 be supplied with clean, secure, level cages or carry baskets for cats or very small dogs, and with separate compartments or partitions for larger dogs; and**
- **9.1.8 be properly ventilated.**

Animals should be transported in the shortest practicable time.

10. Unclaimed animals

This section relates to ensuring the business has processes in place to deal with abandoned animals appropriately.

10.1 The managers of animal boarding establishments must have a policy for dealing with unclaimed animals. Any policy for unclaimed animals must allow the owner of the animal a reasonable opportunity to collect his or her boarded animal. The policy must include a period of time during which an animal will be kept after the arranged collection date. The policy must state what action will be taken should an animal not be collected within the given timeframes, which must involve using a government agency, rehoming organisation or rehoming directly e.g. via social media. The policy must not resort to euthanasia in these circumstances unless a veterinarian has advised this for welfare reasons.

Owners should be made aware of this policy when animals are admitted by reading and signing a form which sets out the terms under which animals are accepted for boarding.

11. Lost, injured or deceased animals

11.1 If an animal escapes, is lost, stolen or is given to the wrong owner whilst in the care of an animal boarding establishment, the business must make every attempt to remedy the situation for all parties concerned in a timely manner and must ensure changes are out in place to prevent this occurring again.

11.2 If an animal suffers an injury or dies whilst in the care of an animal boarding establishment and that injury or death can be attributed to the housing or exercising facilities or services provided, the business must make every attempt to remedy the situation for all parties concerned in a timely manner and must ensure changes are out in place to prevent this occurring again.

The animal boarding establishment should maintain public liability cover as a minimum and should evaluate the need for further insurance cover.

Acknowledgements

This Code has been based upon the 'Guidelines for the Care and Management of Dogs and Cats in Animal Boarding Establishments' produced by the NSW Department of Local Government, the 'Code of Practice for the Operation of Boarding Establishments' produced by the Victorian Department of Primary Industries, previous versions of the ACT's 'Code Of Practice For Animal Boarding Establishments' produced by the Animal Welfare Advisory Committee, the Pet Industry Association of Australia's 'Standards and Guidelines for Best Practice Boarding Facilities/Establishments and Doggy Day Care Centres 2016' and in consultation with ACT industry representatives.