

Animal Intake

ARRIVING STATUS OF ANIMAL

☐ Rescued ☐ Dropped Off ☐ Dead on Arrival

Location of Incident: _____

Date: _____

Intake Volunteer's Name: _____

Intake #: _____

CONTACT INFORMATION

☐ Animal brought in as a stray/at large

Name _____ Driver's License # _____ State _____

Street Address _____ City/Town _____ State _____ PC _____

Home Phone (____) _____ Work (____) _____ M (____) _____ Emergency Contact: (____) _____

Email _____ I ☐ do ☐ do not grant permission to foster my pet.

I ☐ am ☐ am not the owner, but have the following relationship to the owner: _____

ANIMAL INFORMATION

☐ Cat ☐ Dog

Animal Name _____ Breed _____ Weight _____ Age _____ (yr/mo) Coat Coloring _____

☐ Male ☐ Neutered ☐ Female ☐ Spayed ☐ Litter (under 8 weeks old) _____ number in litter

Animal ☐ is not pregnant ☐ is pregnant and will be due: _____

Item(s) brought with animal _____

Special instructions _____

ANIMAL MEDICAL AND BEHAVIOR INFORMATION

Microchip: ☐ No ☐ Yes, # _____ Tattoo: ☐ No ☐ Yes

ID Tag? ☐ Yes ☐ No Name _____ Phone _____

Animal ☐ is not aggressive ☐ is aggressive towards ☐ People ☐ Dogs ☐ Other animals (specify) _____

Recent bites ☐ No ☐ Yes (Explain and fill out **CAUTION Cage Card**): _____

Condition of animal: _____

Known Vaccination Status:

Type: _____ ☐ 1 Yr ☐ 3 Yr Lot #: _____

Type: _____ ☐ 1 Yr ☐ 3 Yr Lot #: _____

Type: _____ ☐ 1 Yr ☐ 3 Yr Lot #: _____

Medical problems and treatment instructions _____

Currently receiving the following medications and dosages _____

The following medications were provided when animal received _____

The animal has allergies to the following medications or other _____

VETERINARIAN INFORMATION

Name _____ Phone (____) _____

Practice Name _____ Fax (____) _____

Street Address _____ City/Town _____ State _____ Zip _____

Email _____

DEPARTING STATUS OF ANIMAL

Date Reclaimed _____ Owner's Signature: _____

Print Name _____ Phone (____) _____

Driver's License #: _____ State _____

Date fostered/adopted/moved to veterinary facility _____ (attach completed Animal Release to this form)

Animal's Name _____ ☐ M ☐ F Date In _____

Owner's Name _____ Date Out _____

Home Phone _____ Emergency Phone _____

In for: ☐ Surgery ☐ Board ☐ Grooming ☐ Other _____

	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
FED										
ATE										
WATER										
URINE										
STOOL										
MEDS										
WALKED										



Observation Sheet

[illegible]



Date / /

SURRENDER FORM

Name of person..... Contact Tel:(.....).....

PLEASE ANSWER THE FOLLOWING QUESTIONS TO THE BEST OF YOUR KNOWLEDGE:

Pets Name Cat / Dog Male / Female

How many animals are being surrendered

Breed

Colour

Do you own the animal Yes / No

Did you find the animal Yes / No

Is the animal desexed Yes / No

Date of Birth/age of animal

Is the animal Vaccinated Yes / No If 'yes' date vaccinated

Is the animal Micro chipped Yes / No Microchip number.....

If 'yes' you are to provide all microchip forms and a 'Change of ownership' form must be completed.

Date last wormed

Area from

Reason for surrender

.....

Any known issues with the animal

.....

There is no fee required but a donation when surrendering an animal would be greatly appreciated.

I agree that I have read and answered the above questions to the best of my knowledge and relinquish ownership of this animal into the care of the Homeless Animal Society.

.....
Signature Date

..... ID number Staff signature



Medical Record

ANIMAL RECORD

Owner's Name _____ Home Phone _____
 Address _____ Work Phone _____
 Referred by _____
 Animal's Name _____ Species _____ Breed _____
 Sex _____ Age _____ Birthdate _____ Color & Markings _____

VACC.	RABIES				DRCP				FELV			
	CHLIP				FAFRV				HW			

[illegible]

Boarding Pet Medication Form

Pet's Name: _____ Owner Name: _____

Check-In Date: _____ Check-Out Date: _____ Prescribing Veterinarian: _____

By signing below I indicate that the medications listed are to be given to my pet, and the directions are correct for administration.

Signature: _____ Date: _____

Medication 1	Medication Name:		Dose (mg/mL):	
	What is the medication for?		# of pills/mLs @ drop-off?	
	How would you like us to administer the medication?	<input type="checkbox"/> Orally (Tabs or Caps)	<input type="checkbox"/> Orally (Liquid)	<input type="checkbox"/> Other _____
	How often would you like us administer the medication?	Daily AM Amount:	Daily Mid-Day Amount:	Daily PM Amount:
	Instructions same as bottle? If not, why?			
	When did pet have this medication last?	Staff Notes:		

Medication 2	Medication Name:		Dose (mg/mL):	
	What is the medication for?		# of pills/mLs @ drop-off?	
	How would you like us to administer the medication?	<input type="checkbox"/> Orally (Tabs or Caps)	<input type="checkbox"/> Orally (Liquid)	<input type="checkbox"/> Other _____
	How often would you like us administer the medication?	Daily AM Amount:	Daily Mid-Day Amount:	Daily PM Amount:
	Instructions same as bottle? If not, why?			
	When did pet have this medication last?	Staff Notes:		

Medication 3	Medication Name:		Dose (mg/mL):	
	What is the medication for?		# of pills/mLs @ drop-off?	
	How would you like us to administer the medication?	<input type="checkbox"/> Orally (Tabs or Caps)	<input type="checkbox"/> Orally (Liquid)	<input type="checkbox"/> Other _____
	How often would you like us administer the medication?	Daily AM Amount:	Daily Mid-Day Amount:	Daily PM Amount:
	Instructions same as bottle? If not, why?			
	When did pet have this medication last?	Staff Notes:		

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PET DETAILS

BREED.....

NAME.....

COLOUR.....

AGE..... SEX.....

DESEXED YES / NO

WORMING DUE.....

LAST VACCINATION/...../.....

I.D. PROVIDED

PURCHASES DETAILS

NAME.....

ADDRESS.....

.....

PHONE.....

MOBILE.....

PRICE\$..... RECEIPT#.....

NEXT VACCINATION/...../.....

NUMBER

NOTE: IF THE ANIMAL IS NOT DESEXED DUE TO AGE UNDER 5MTHS PLEASE READ CAREFULLY:-

I HEREBY AGREE TO HAVE ID#..... DESEXED BY THE ARRANGED DATE OF/...../.....

IF THE AGREEMENT IS NOT ADHERED TO THE HOMELESS ANIMAL SOCIETY AND BOARDING KENNELS INC. HAS THE AUTHORITY TO RECLAIM THE ANIMAL WITH OUT REFUND.

PURCHASER

NAME:..... SIGNED:DATE:

WITNESSES BY

NAME:..... SIGNED:DATE:

PLEASE NOTE THAT AS PART OF YOUR ANIMAL PURCHASE DESEXING WILL BE PROVIDED AT

.....
EXTRAS REQUIRED SUCH AS PAIN KILLERS, FLUIDS AND CONES WILL BE AT THE EXPENSE OF THE PURCHASER.

***IF YOU CHOOSE TO HAVE THE ANIMAL DESEXED BY A VET OF YOUR CHOICE IT WILL BE AT THE PURCHASERS COST.**

Paws and Claws would like to thank you for choosing to purchase your new family member with us. All precautions are taken to ensure that your new pet is healthy whilst in our care, however, if your new pet were to become ill we offer a 48hr health guarantee from date of purchase. This guarantee is subject to the following conditions:

- That food has been given in accordance with the diet we recommend at time of purchase.
- That your new pet has not become sick due to inappropriate care from you the new owner.
- If treatment is required you must use the vet of our choice.
- You must advise the vet at the time of treatment that the animal is a newly purchased animal from Paws and Claws, or treatment costs will be at your own expense.

NB: If your pet should become ill due to a congenital disease or is unsuitable you may return the animal within seven(7) days for a replacement pet **NO REFUNDS ARE GIVEN** (replacements subject to availability)

I, the purchaser, have seen and agreed that my new pet is in good health at the time of purchase and I have received and agreed to all of the above conditions.

Name of Purchaser

Name of Staff Member

.....
Signature of Purchaser

.....
Signature of Staff Member

.....
Date

.....
Date

.....

.....

The Homeless Animal Society & Boarding Kennels Inc. trading as Paws and Claws

Lot 1, Captain Cook Highway Craiglie, Queensland 4877

Postal: PO Box 719, Port Douglas Queensland 4877

Telephone: 07 4098 5721 Email: info@pawsandclaws.org.au



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FOSTER APPLICATION

FOSTER PARENT FULL NAME:

CONTACT NUMBER:

EMAIL ADDRESS:

DRIVER'S LICENCE/18+ CARD NUMBER:

ADDRESS WHERE ANIMAL WILL BE KEPT:

OFFICE USE ONLY

ANIMAL TYPE:

☐ DOG

☐ CAT

☐ PUPPY

☐ KITTEN

NAME:

ID#:

RESIDENTIAL TYPE:

☐ HOUSE

☐ ACREAGE

☐ APARTMENT

☐ OTHER

Would you be willing to allow potential adopters to visit the foster animal at your home if an appointment was made in advance?

☐ Yes

☐ No

Would the foster pet be allowed indoors with you when you are home?

☐ Yes

☐ No

☐ Sometimes

What type and how often would you be willing to exercise your foster pet (dogs only)?

.....

SIGNED: _____ **WITNESSED** _____

Declaration

By signing this document, you are confirming that you are 18 years of age or older and all the above information you have provided is correct. You are fully aware of the requirements of your commitment as a animal keeper and you have read the attached requirement information leaflet. You understand that providing untruthful answers or failure to comply with the requirements of this application can result in the refusal of this application. You understand that in some instances a property check will be required. We reserve the right to refuse any applicant.

The Homeless Animal Society & Boarding Kennels Inc. trading as Paws and Claws
Lot 1, Captain Cook Highway Craiglie, Queensland 4877
Postal: PO Box 719, Port Douglas Queensland 4877
Telephone: 07 4098 5721 Email: info@pawsandclaws.org.au



VOLUNTEER APPLICATION FORM

Homeless Animal Society and Boarding Kennels Inc.

Personal / contact details:	
Date	/ /
Name	
Address	
Phone 1	
Phone 2	
Email address	
Preferred method of contact	
Current occupation / study	<input type="checkbox"/> Work <input type="checkbox"/> Study <input type="checkbox"/> Full time <input type="checkbox"/> Part time <u>Details:</u> <input type="checkbox"/> Work <input type="checkbox"/> Study <input type="checkbox"/> Full time <input type="checkbox"/> Part time <u>Details:</u>

Emergency Contact Details:

Name:

Relationship to you:

Phone 1:

Phone 2:

Birthday**Referees. Please provide the name and contact details of at least two referees:**Name: ☐ Male ☐ Female

Phone1: Phone2:

Relationship to you:

Name: ☐ Male ☐ Female

Phone1: Phone2:

Relationship to you:

Name: ☐ Male ☐ Female

Phone1: Phone2:

Relationship to you:

Experience and qualifications. Please provide details of experience relevant to this role*Please tick any of these skill areas if they relate to you:*

- ☐ Training or education in teaching or tutoring
- ☐ Experience teaching or tutoring school students
- ☐ Experience teaching English as a Second Language
- ☐ Speciality knowledge in a particular VCE subject area
- ☐ Experience working with young people
- ☐ Experience working with people from refugee or migrant backgrounds

Please elaborate on these experiences in the space below:

Languages spoken	
Other voluntary work	
Hobbies / Interests	
Why are you interested in becoming an OSHLSP volunteer tutor?	
Please indicate your availabilities in the space below	
Where did you hear about this program?	

Personal Information:	
Age	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-35 <input type="checkbox"/> 36-45 <input type="checkbox"/> 46-55 <input type="checkbox"/> 55+
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Language spoken at home?	
Highest education qualification achieved?	

<p>Privacy statement:</p> <p>The personal information on this form is being collected for the purposes of recruiting and selecting volunteers wishing to work in XYZ Homework Club. The information may also be required for evaluation purposes. Any evaluation reports developed will not identify individual volunteers by name. This information may be shared with Out of School Hours Learning Support Program partner organisations and funding bodies.</p>
<p><input type="checkbox"/> Please tick if you would like to receive regular newsletters</p>

By signing this form I attest that the information supplied is true and accurate.

I understand that submitting this application form does not automatically register me a volunteer tutor but that there is a selection process including completion of a satisfactory Working With Children Check and participation in training. I confirm that I am willing to volunteer at the Homeless Animal Society and Boarding Kennels Inc.

Signature:

Name:

Date:

The Homeless Animal Society and Boarding Kennels Inc. is committed to the safety and wellbeing of all animals at our facility. Please be aware of the policies that are in place to ensure you and the animals are kept safe. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Please tick off that you have read and acknowledged the following: -

- ☐ Occupational Health and Safety in the workplace
- ☐ Sexual Harassment and Bullying in the workplace
- ☐ Confidentiality at our facility
- ☐ Complaint procedures
- ☐ Noise Policy of the Facility
- ☐ Disciplinary action of volunteers

Volunteer Hours Tracking Sheet

For All Members

Name & ID Number: _____

[illegible]

Please note: Volunteer hours are very important! Not-for-profit clubs such as ours rely heavily upon its members working towards common goals and the betterment of the club. Please keep track of any time you put in during work parties, clean-up days, organized events etc. A certain amount of time is a requirement towards full membership status. Any time you contribute is also greatly appreciated! Thank you!

Facility Manager

The Animal Shelter Manager is responsible for managing the shelter staff, shelter programs, humane treatment of sheltered animals and the physical facilities.

DISTINGUISHING CHARACTERISTICS

A Facility Manager is responsible for managing, directing and integrating the activities and programs of assigned functions and staff. The Animal Shelter Manager oversees humane animal custodial and remedial care, admissions and adoptions; ensures the safety, sanitation, and upkeep of the facility; provides staff training, prepares operational reports, serves as the on-site spokesperson to the media for the shelter, and educates the public about responsible pet ownership and local animal regulations and laws.

Responsibilities include direct supervision over assigned staff.

Example of Duties:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Manage the operation, staff, physical facility and programs of Animal Facility.
- Conduct meetings with staff to review policies and procedures, discuss workplace issues and share ideas to improve animal care.
- Develop and implement goals, policies and procedures for the Animal Facility to include disaster preparedness documentation to ensure the superior care of all shelter animals.
- Review and evaluate work schedules, products, methods, and procedures to identify opportunities for improving service delivery methods and procedures.
- Ensure that files, records and statistics are properly maintained including: animal intake, disposition, adoption, spay and neuter of shelter animal and controlled substances.
- Ensure Facility activities are in compliance with terms and conditions of animal control with Local and State Governments.
- Develop and coordinate a manageable capacity work plan for the Facility to effectively utilise space and systematically respond to seasonal influxes of animals.
- Manage the pet spay/neuter and adoption program to ensure interested and acceptable individuals are quickly united with adoptable pets.
- Perform daily inspection of facilities to monitor the general health of shelter animals and insure proper medical care is rendered in a timely, humane and efficient manner.
- Regularly inspect facility property for needed repairs and maintenance and secure contractors as necessary to maintain buildings and grounds.
- Prepare reports on the operational statistics and shelter activities to ensure information is readily available to interested parties.

- Respond to and resolve sensitive inquiries and complaints from other animal care providers, Animal Services Officers and the general public.
- Monitor the sanitation of animal transport carriers and vehicles used by staff to minimize the spread of disease.
- Prepare the Facility's budget; forecast additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; and, recommend adjustments as necessary.
- Ensure that appropriate fees are collected from purchasers and pet owners.
- Write and submit grant funding requests; provide fiscal administration for grant-funded programs; and, submit required reports to any governmental or funding agency.
- Prepare and administer contracts for professional veterinary services which provide for consistent humane and timely services to sheltered animals.
- Oversee the purchasing of facility supplies and inventories to include needed pharmaceuticals.
- Negotiate contract terms and conditions with service and food supply vendors, serving as the point of contact for the Shelter.
- Coordinate educational outreach programs and make presentations for schools, local groups, public agencies and related groups.
- Develop and maintain a comprehensive public relations program to ensure all web and printed information reflects a consistent message.
- Develop and maintain a complete and comprehensive volunteer program to increase, sustain and recognize volunteer participation.
- Develop and implement training modules for the volunteers to increase their knowledge of the Facility and their advocacy for the Homeless Animal Society and Boarding Kennel group.
- Identify clear work functions and daily assignments for volunteers and staff that increase accountability and ensure a high level of professional customer service to the community.
- Recommend and implement approved cost saving measures.
- Meet and greet the public and answers questions regarding animal shelter operations and policies.
- Observe shelter animals to detect signs of illness or injury and arranges for appropriate with veterinary treatments.
- Ensure the Noise Policy is strictly adhered to.

Typical Qualifications:

KNOWLEDGE OF:

- Administrative principles and practices including goal-setting and implementation.
- All computer applications and hardware related to performance of the essential functions of the job.
- Record keeping, report preparation, filing methods and records management techniques.
- Knowledge of state and local laws, regulations, codes and ordinances relating to the proper treatment and sheltering of animals.
- Principles and techniques for properly handling and caring for injured animals;
- Principles and practices of effective supervision
- Pharmaceuticals commonly used in the treatment of animals;
- Public budgeting development and administration process.
- Methodologies regarding effective presentations including educational materials and website design.
- Principles and techniques of public speaking.
- The hazards and safety precautions involved in operating an animal shelter.
- Customer service principles and techniques.

SKILL TO:

- Oversee the operation of an animal shelter; handle a variety of animals safely and in a humane fashion.
- Supervise, plan and coordinate the work of Shelter employees and volunteers.
- Select, supervise, train and evaluate assigned staff.
- Develop budget recommendations and manage the expenditure of available funds.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Operate modern office equipment including computer equipment and software programs.
- Interpret, explain, and ensure compliance with policies, procedures and regulations.
- Prepare clear and concise reports.
- Enforce laws, ordinances, and regulations pertaining to animal services.
- Effectively respond to calls for services.
- Recognize normal and abnormal animal behaviour.
- Handle potentially dangerous animals in a safe manner.
- Work weekends, evenings, holidays and special events as needed and required.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Work, plan and coordinate volunteer events for the Animal Facility.
- Implement and maintain programs to promote the adoption of Facility animals.
- Develop and implement training programs in support of staff and volunteers.
- Exercise good judgment and self-restraint when operating in stressful situations.
- Make presentations to large and small groups, effectively orally and in writing.
- To define problems, collect data, establish facts, and draw valid conclusions.
- Work on multiple projects and assignments simultaneously.
- Work independently in the absence of supervision.
- Use persuasion and diplomacy to achieve consensus and cooperation, especially on difficult or divisive issues.
- Exercise initiative, ingenuity and good judgment in decision-making and in solving problems, including problems of a sensitive or political nature.
- Remain flexible in adapting to changes in priorities, assignments and other interruptions which may impact pre-established timelines and courses of action for completing projects and assignments.
- Lead by positive example by promoting positive, collaborative and professional working relations among staff.

ABILITY TO:

- Handle animals which are sick or injured, frightened or dangerous animals who may display unpredictable behaviour.
- Manage the mental and emotional stress that may accompany the euthanasia of animal.
- Work in all types of weather conditions.
- Work environment which can be a noisy environment.
- Ability to utilise all methods to ensure noise levels are kept to a minimum.
- Travel to engagements and media interviews.
- Stand for long periods of time.
- Climb, balance, stoop, kneel, crouch and crawl to inspect shelter enclosures.

EXPERIENCE AND EDUCATION - Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:

Three years related animal shelter supervisory or management experience preferably in a facility of similar complexity and size.

Education:

Completion of a certification in Animal Management, animal shelter management, pet sciences and/or humane leadership or another degree where the candidate has also successfully completed college level course work in animal disease prevention and shelter sanitation, canine and feline management, animal handling, animal cruelty, nutrition, animal behaviour and/or animal protection. A bachelor's degree in any of the listed disciplines is highly desired.

License or Certificate:

Possession of a valid driver's license.

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Dog adoption profile

Adopter info

Adopter first name _____

Adopter last name _____

Date of birth _____

Spouse or co---applicant First name _____

Spouse or co---applicant Last name _____

Date of birth _____

Street address _____

City _____

State _____

Post Code _____

Mailing address _____

City _____

State _____

Post Code _____

Email address _____

Home phone _____

Daytime phone _____

Household info (circle or fill in)

Home ownership: Own Rent Other

Residence type: House Flat Apartment Duplex farm other

Homeowner name _____

Homeowner phone _____

Landlord name: _____

Landlord phone: _____

Do all adults in your household know that you plan to adopt? YES / NO

of adults in home: _____

and ages of children in home: _____

What type(s) of pet(s) have you owned during the past five years?

Type/Breed Age Name Spayed/ Neutered? Still Own? _____

If you have a veterinarian, please provide his/her name and the clinic name.

I have owned a dog before: (yes no)

The last time I had a dog was:

(never, 2 – 5 years ago, 6 to 10 years ago, more than 10 years ago, within the last year)

My dog needs to get along with my other dogs: (yes, no)

If yes, list their names, ages, genders and breeds (if other than animals listed above):

My dog needs to be good with (check all that apply):

- ☐ Children over 8 years old
- ☐ Children under 8 years old
- ☐ Elderly people
- ☐ Cats
- ☐ Animals other than cats and dogs

Info that will help find the right dog for adopter (circle or fill in)

- ☐ My dog will primarily be an: (inside dog, outside dog)
- ☐ How many hours will your dog spend outside per day: (4 hours or less, 4-8 hours, 8-10 hrs, more than 10, 2 hours or less)
- ☐ My dog needs to be able to be alone: (4 hours or less, 4-8 hours, 8-10 hrs, more than 10, 2 hours or less)
- ☐ When I'm at home, I want my dog to be able to be by my side: (all the time, some of the time, a little time)
- ☐ When I'm not at home, my dog will spend his time: (loose in the house, crate in the house, outside, garage, restricted to a room in the house)
- ☐ I want a guard dog: (yes, no)
- ☐ I want my dog to hunt or herd with me: (yes, no)
- ☐ I want my dog to be the type that is very enthusiastic in the way s/he shows s/he loves people: (very, not at all, somewhat)
- ☐ I plan to exercise my dog by: (leash walking, loose in fenced yard, trolley system, chained out outside kennel, loose in unfenced yard, dog park)
- ☐ I would describe my household environment as: (very active, active, somewhat active, very little activity)
- ☐ I expect my dog to be: (must be housebroken, prefer housebroken, doesn't matter)
- ☐ I want my dog to be playful: (very, not at all, somewhat)
- ☐ I want my dog to be laid back: (very, not at all, somewhat)
- ☐ I am comfortable doing some training with my dog to improve manners such as jumping, stealing food and pulling on the leash: (somewhat, not at all, a lot)
- ☐ I (or my children) want to compete in Agility, Flyball or Obedience with our dog: (yes, no)
- ☐ I would consider a dog with "special needs" (medical or behavioural): (yes, no)
- ☐ I am willing to attend an obedience or socialization course with my dog : (never, only if needed, only if required by Lakeland, I plan to attend even if not needed or required by Lakeland)
- ☐ How often to you plan to need to take your dog to the veterinarian (only as needed, at least annually but more if needed, at least every other year but more if needed, only in an emergency)

- How much do you think you'll spend yearly for the care of your dog? (Food, medical care, boarding, toys, etc.):
- If I can no longer keep my dog I will: (give away, sell, return to shelter, give to a family member, let loose)
- I plan to give my dog_____ (less than a week, 1-2 weeks, 2-4 weeks, 4-8 weeks, however long it takes) to adjust to my house and family
- If I have adjustment issues with my dog I will: (work with a professional, call Lakeland for advice, return the dog to the shelter, give the dog away, work through the issues on my own.
- Please share with us any additional information you would like concerning your family and the dog you would like to adopt.

I certify that I am at least 18 years of age and the information I have given is true. I recognize that any misrepresentation of facts may result in my losing the privilege of adopting a companion animal and I understand that the Homeless Animal Society and Boarding Kennels Inc. has the right to deny my application.

I am fully aware that I am adopting a living creature and as such that the Homeless Animal Society and Boarding Kennels Inc. is unable to guarantee the health of the animal.

If this animal becomes ill, I certify that I am financially and/or emotionally prepared to treat this animal at my own expense.

Date____/____/____

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Handler/Owner: Complete this section for review by your veterinarian.

Owner/Handler's Name:

Date:

Animal's Name:

☐ Male ☐ Female

Species/Breed:

☐ Intact ☐ Altered

Animal's Lifestyle:

☐ active ☐ moderately active ☐ sedentary

Is animal boarded at kennels?

☐ No ☐ Yes (If yes, how often?)

What activities do you do with your animal that expose it to other animals?

☐ dog/cat shows ☐ state/county fairs ☐ other (identify):

Does your animal spend time outdoors (other than for routine walks)?

☐ No ☐ Yes (If yes, please explain:)

Veterinarian:

Please complete the remainder of this form.

Dear Doctor:

All sections of this form are to be completed. You may use your own health-screening form if it addresses all the categories identified in this form.

How long have you known the handler? _____ the animal? _____

Section 1: General Health of the Animal

The overall health of this animal is (select one):

- ☐ Excellent (No serious chronic diseases or disorders)
- ☐ Very good (Minor complaints associated with normal aging)
- ☐ Good (Chronic conditions with occasional flare-ups)
- ☐ Poor (Serious chronic condition requiring ongoing treatment)

Vital signs:

Pulse:

Temperature:

Respiration:

Weight:

Medications:

How often do you see this animal?

- ☐ at least annually
- ☐ wellness program
- ☐ only when ill or injured
- ☐ every _____ months
- ☐ other (please explain) _____

Section 2: General Systems Evaluation

Please list the findings and comment on any abnormal finding, e.g., heart is abnormal, dog has a systolic heart murmur. Note any physical problems that might put the animal at risk while on visits, e.g., arthritis, painful ear infection, etc.

<i>System</i>	<i>Normal</i>	<i>Abnormal</i>	<i>Findings/Comments</i>
General Appearance	—	—	
Skin/coat	—	—	
Musculo-skeletal	—	—	
Heart/Lungs	—	—	
Digestive	—	—	
Urogenital	—	—	
Eyes/Ears	—	—	
Nervous	—	—	
Lymph Nodes	—	—	
Mucous Membranes	—	—	
Teeth/Mouth	—	—	

Section 3:

Vaccinations and Tests for Dogs and Cats

<i>Species</i>	<i>Vaccination</i>	<i>Date it Expires</i>	<i>Test</i>	<i>Result</i>
Dogs	Rabies	_____	Other (list)	
Cats	Rabies	_____	FelV	
	Other (list)	_____	Other (list)	

Section 4:

Parasite Control for Dogs and Cats

External parasite control will vary depending on your geographic area of the country. For your geographic area please indicate:

Parasite(s) controlled for:

Method of control:

Internal parasite control will have some variation depending on your geographic area of the country. We require annual fecal tests to check for internal parasites such as hook, whip, tape, and roundworms, etc. Annual tests are **required** even if your dog or cat is on preventative medication.

Date of last fecal exam: _____

Results: _____

Section 5:

Overall Assessment for Dogs and Cats

In your professional judgment, is this animal a good candidate for the Cornell Companions Program? __Yes __No

Please record additional comments or recommendations:

Signature of DVM: _____ Date: _____

Address: _____ Phone: _____



BOARDING FORM

Owner's Details:

Name: _____

Address: _____

Post code: _____

Email: _____

Ph: _____ Mobile: _____

Emergency Contact Details:

(Must be available to pick up your pet in the event of an emergency and answer any questions regarding your pet.)

Name: _____

Email: _____

Ph/Mobile: _____

Conditions of Entry:

The Homeless Animal Society and Boarding Kennels will do everything possible to ensure the best care is provided for your pet during his/her stay. However, neither the Boarding Kennels, Manager, Committee or Staff of the establishment are responsible for tick, flea and worming treatment unless provided by the owners.

- Would you permit regular volunteers to walk your dog/s if available? YES ☐ NO ☐
- If medical attention is required which veterinary clinic would you like used This will be at the expense of the animal's owner.
- The Kennels have shared exercise yards.
SHARE ☐ ALONE ☐
- If you have ticked 'ALONE' the required minimum of 10 minutes exercise twice a day will be given.
- **Pick up Time** is between 8.00am – 10.00am daily. An additional **day fee** will be charged if not picked up by 10.00am on the agreed day of departure.

Sign: _____

Date: _____



Pet's Details:

Pet's Name: _____

Breed: _____

Sex: Male ☐ Female ☐

Last date vaccinated: _____

Desexed: Yes ☐ No ☐

Pet description: (Climbs, bites, limps, blind, diet .etc)

Date arrived: _____ Time: _____

Date returned: _____ Time: _____

Dog wash: Yes ☐ No ☐

A dog wash is included for any animal staying 5 days or longer, otherwise a fee will be applied .

Dog wash fee: \$15.00 includes GST \$ _____

Vet Details:

Vet name: _____

Phone: _____

Boarding Fee: (Prices include GST)

- Day Fee: (in/out same day)- **\$18.00**
- Overnight: Monday-Friday- **\$20.00**
- Weekends & public holidays: **\$25.00**
\$5.00 extra _____
- \$5.00 surcharge for medication _____
- **Number of animals:** _____
- Minus deposit fee _____

TOTAL \$ _____

Paid in full ☐ Pay on pick up ☐

- Booking fees:

A non-refundable deposit of 25% for Public Holidays & School Holidays is required for confirmation.

TO BE FILLED IN BY STAFF ON PICK UP

Responsible cat ownership

As a responsible cat owner you have an obligation to care for the health and well-being of your animal. Cats can provide great joy and companionship but it does come with responsibility. You have a duty to ensure your cat's activities do not interfere with your neighbours or the environment.

Responsible cat owners:

- Desex their cat
- Provide their cat with sufficient food and water
- Play with their cat daily
- Provide toys and a scratching post
- Attach bells to the collar to warn wildlife

Responsible cat owners have a legal requirement to:

- Microchip their cat
- Keep cats confined within their property – even at night

Contain your cat safely

Although cats are wonderful companions and easily fit into domestic life, they are predators by nature and will go looking for mates, defend territory and hunt wildlife outdoors. Wandering cats are also at risk of injury from cat-fights, dogs, snakes, ticks or being hit by a car.

There are many options available to keep your cat contained to your property:

- Contain your cat inside your home - most cats adjust quickly and are content to stay indoors. Remember to provide your cat with its own dedicated area, toys and climbing equipment.
- Modify existing fencing to make it 'cat proof' – give your cat access to the whole yard and know that it is safely contained to your property.
- Build an enclosure attached to your house – this will allow your cat to come in and out.
- A free standing enclosure – tailor make your enclosure to suit the needs of your cat.

Roaming complaints

In the first instance, we encourage neighbours to discuss and attempt to resolve neighbourhood conflicts, including wandering pets. It is common that owners are unaware of the nuisance their animal/s are causing.

If you are not comfortable talking to your neighbour or you don't know where the animal lives, contact Council on 4044 3044. We can potentially:

- Capture and impound the cat or dog incurring impound fees
 - Issue large fines
 - Issue a compliance notice to the owner to contain the animal securely.
- See more at: <http://www.cairns.qld.gov.au/community-environment/pets-and-domestic-animals/cats/responsible-cat-ownership#sthash.b4G1h6TU.dpuf>

Exercising dogs

It is an offence for a person in charge of a dog that is closely confined for 24 hours not to ensure that the dog is exercised or allowed to exercise itself for the next 2 hours or the next 1 hour and another hour in the next 24 hours.

What is considered 'closely confined' varies between individual dogs and depends on the dog's size, age and health. A situation that might not be considered 'close confinement' for some dogs (e.g. small, very elderly or recovering from surgery) could be considered close confinement for a young, fit, large dog.

The maximum penalty for an individual convicted of not ensuring a dog is exercised as described above is \$2277.

Other dog offences

Other offences under the Act involve the actions of dogs that cause another animal to suffer. Here, the person in control of the dog is potentially liable for prosecution. These offences are:

- knowingly causing an animal in captivity to be injured or killed by a dog
- releasing an animal to allow it to be, or in circumstances in which it is likely to be, injured or killed by a dog
- keeping or using an animal as a kill or lure to blood a dog, or to race or train a coursing dog.

See sections 30-32 of the Act for more information. The maximum penalty for a person convicted of any of these 3 dog-related offences is \$34,155 or 1 year's imprisonment.

Duty of Care for Animals

If you are in charge of an animal, you have a duty of care to that animal - no matter why you are in charge of it, what you are using it for or how long it will be in your care. Duty of care is based on the internationally recognised '5 freedoms' of animal welfare.

If you have a duty of care for an animal, you are legally obliged by the *Animal Care and Protection Act 2001* to provide 'appropriate care' for it by providing for its needs in a reasonable way. This includes:

1. providing food and water
2. providing accommodation or living conditions
3. understanding your animal's normal behavioural patterns
4. treating disease and injury
5. handling the animal appropriately.

Appropriate care takes into consideration the animal's species, environment and circumstances, such as its age and where it lives, and what steps a reasonable person would take in the circumstances.

Lack of proper care can cause neglect and animal suffering. An animal welfare inspector may visit to investigate whether you have breached your legal duty of care.

If you are getting an animal, particularly one you haven't had before, you must understand your duty of care. Never get any animal until you know how much time and money you'll need to meet your legal duty of care. This may mean finding detailed information on animal care.

Responsible dog ownership

Owning a dog or cat can give your family years of fun, so to ensure your pet lives a healthy life, it must be well looked after.

Dog off-leash areas

Areas where dogs are not required to be on a leash are called 'Dog off-leash areas'.

Council has designated a number of these dog off-leash areas, under section 11 of Council's Local Law No. 2 (Animal Management) 2011. These areas are contained in Council's Register of Dog Off-Leash Areas.

Dogs (except declared dangerous dogs or specified dogs) may be allowed to run off lead in dog off-leash areas provided they are accompanied by a competent person able to control the dog and kept within close proximity of this person.

If you take your dog to an a dog off-leash area, you must remove and properly dispose of your dog's faeces. You must remove your dog from the off-leash area if it creates a nuisance, and the person in control of the dog must obey any direction of an authorised Council officer regarding the dog.

Dog prohibited areas

There are a number of public places where animals - including dogs - are prohibited.

Council has specified these public places under section 10 of Council's Local Law No. 2 (Animal Management) 2011 and Council's Subordinate Local Law No. 2 (Animal Management) 2011. These areas are contained in Council's Register of Prohibition of Animals in Public Places.

Barking dogs

Barking is one of the most common problems reported to Council. It's also one of the most difficult problems to resolve effectively without cooperation and compliance from all parties involved.

You must not keep an animal that causes a nuisance or adversely affects another person's health.

Under Schedule 4 of Council's Subordinate Local Law No. 2 (Animal Management) 2011, a noise nuisance from an animal is one that occurs persistently or continues to such a degree that it unreasonably interferes with the peace, comfort or social well-being of a reasonable person.

What may be considered a nuisance to one person, will not be an issue for another. This means it is very difficult to determine whether something that is annoying to you is in fact a nuisance under the Local Law.

Council could be considered to intervene when other avenues to remedy neighbourhood disputes have been utilised. Note that Council can only take enforcement action when there is sufficient evidence for an authorised person to form the opinion that it is a nuisance in terms of the Local Law.

Backyard breeding laws

You must not keep certain animals for breeding (including cats and dogs) without Council approval.

Approval is required under section 6 of Council's Subordinate Local Law No. 2 (Animal Management) 2011 (see also Schedule 3 – Requirement for approval to keep animal).

As a responsible dog owner you have an obligation to care for the health and well-being of your animal. Dogs can provide great joy and companionship but it does come with responsibility. You have a duty to ensure your dog's behaviours do not affect your neighbours or the community.

The first step in responsible dog ownership is choosing the animal that best complements your family and your lifestyle. Where you live, the breed and size of the dog should all be factors you consider before welcoming a new dog into your home.

Responsible dog owners:

- Provide sufficient food and water
- Desex their dog
- Provide suitable shelter from the elements
- Play with their dog daily
- Complete obedience training and socialise their dog
- Exercise their dog daily

Responsible dog owners also have a legal requirement to:

- Register and microchip their dog
- Place an identification tag on their collar
- Provide a fence or an enclosure that prevents your dog from wandering. As a responsible pet owner, it is important that your fence or enclosure is:
 - High enough so your dog can't jump over it
 - Low enough so your dog can't dig under it
 - Strong enough so your dog can't push it over
 - Hole proof so your dog can't escape through it, and
 - Designed so your dog can't attack people or other animals through it.
- **Use a leash when they are out in public.** Dogs must be leashed at all times in public places to help control them more easily and to increase the safety of other animals and people. Remember many people are frightened or annoyed by dogs that are not leashed. You should always be considerate of other people. There are 45 off-leash areas for dogs around the region.
- **Clean up after their Dog** - Leaving dog litter in a public place is not only unpleasant and unhealthy, it's against the law. Council has provided dog litter bags in some public areas across Cairns including the Esplanade, Northern Beaches and designated off leash areas. Whilst Council does supply some bags, it's your responsibility to take your own with you.

Wandering (straying)

Wandering is when your dog is outside your property, not on a leash (unless in a designated off-leash area), and not under the control of a responsible person. There are large fines that apply if your dog is found wandering outside of your property.

Dogs that wander are at risk of:

- Becoming lost
- Creating a traffic hazard
- Acting aggressively and/or attacking people or other animals

Dogs that are not kept safely behind a fence can risk being injured or causing injury to others. Wandering dogs can also become a traffic hazard for motorists, are a bite risk to innocent people, can display territorial aggression, are an annoyance to other animals in the community and can cause property damage. Irresponsible owners will be liable for any injuries or damages that their dog causes to another person or animal.



Noise Management

Operational Management: Noise Management of the Homeless Animal Society and Boarding Kennels Inc Facility 6-8 Teamsters Close Craiglie QLD 4877

1. Definition: Facility = Dog Rescue Centre, Dog Boarding Kennel, Cat Boarding Cattery, Grooming and sale of Pet merchandise

2. Prelim

The Noise Management Policy is related to operational aspects of the facility.

3. Requirements

All management practices will meet all QLD Legislative requirements including the Animal Care and Protection Act 2001, the Animal Management (Cats and Dogs) Act 2008 QLD and the Environmental Protection Act 1994.

4. Noise Conditions Outcomes Method

- 4.1 Ensure Compliance with the relevant conditions as set by Development Application approval
- 4.2 Implement appropriate noise management measures to meet Development Application approval
- 4.3 Daily recorded noise levels
- 4.3 Adhere to Complaints Handling protocols if they occur

5. Noise Management Measures

Noise Management is designed to minimise the noise emitted from the facility in relation to animal-based noise.

5.1 Noise Management Measures objective overview;

The primary objective of noise management is to ensure that all noise is managed and maintained to be below the thresholds set within the acoustic thresholds at adjoining neighbouring properties. It is also to ensure noise is managed for the Caretakers accommodation, which is located on site of the facility and protection of the staff and volunteers who work at the facility.

The noise management is primarily within 2 distinct zones – daytime noise and night-time noise and each has its distinct noise management approach.

5.2 General Considerations;

The day time and night time noise levels from the adjacent businesses already provide a high level of constant noise, including trucks and machinery. Our goal is to not impact any of the surrounding businesses with continuous noise that would be considered by a normal person to be obtrusive and degrading to any other neighbouring property.

There is caretaker accommodation with the estate and the nearest residential estate is 400meters away.

During the day dog noises may still be heard, this is unavoidable as dogs enter or exit the property. It is natural for a dog to bark to express themselves either with excitement, enjoyment or warning. With procedures adhered to in this policy any noise will be kept to a minimum and an acceptable level and not impact on surrounding businesses.

It must be stressed again that legal and regulatory commitment is to ensure that the regulated noise levels required are achieved.

At night the dogs will be housed in the acoustically designed kennel building fitted out in accordance with noise attenuation measures specified by the Acoustics Engineer.

This will be a superb acoustically designed facility, like no other in the region.

The acoustic design of the kennel building will be designed by an Acoustic Engineer who specialises in ensuring compliance with the noise requirements and aims to minimise noise and provide no sleep disturbance at night for the on-site caretaker or for neighbors.

5.3 Day Time Noise Management

Daytime noise is an expected outcome of housing dogs in any dog kennel environment. This operational policy will not achieve complete silence of dog noise during the day. However, the day to day operational regime has been developed to specifically target the minimisation of daytime noise.

Day Time Noise Minimisation Measures

- Rotate 8 dogs in the 4 caged runs for the purpose of daily exercise as per statutory requirements.
- Whilst not in the fenced runs each dog should be secured in its allotted individual internal enclosure inside the noise attenuated building.
- Each run is separated by solid screening to avoid stimulation of dogs seeing other dogs in nearby runs.
- No Customers, Visitors, Complainers*, Neighbours, Regulatory persons or any persons other than Facility staff or management are to access the dog kennel run areas without the express authority of the Operations Manager, as this can disturb the dogs, which in turn can cause them to bark.
- Walk or move dogs singly and not in pairs, unless the walking dogs are compatible.
- Ensure as little as possible external stimulation including when moving around the kennel Facility such as at feeding time.
- Soft ambient music is to be played within the indoor kennel area. This has been proven to relax the animals and create less stimulation.
- Chew toys and entertainment items are to be provided to animals whilst in their indoor areas.

* Complainers are persons or others that have lodged a complaint regarding the Facility

5.4 Night Time Noise Management

The dog kennel building will be acoustically designed to minimise noise and all external doors and hatches will be closed with the dogs housed individually within their internal rooms and at night lights are dimmed.

Night Time Noise Minimisation Measures

- Ensure all dogs are secured within their "internal" enclosures – ie within the kennel building – as per the following;
- All animals must be indoors between the hours of 6pm to 8am;
- All internal doors are closed within the facility and dogs secured internally;
- All external doors to the kennel building are closed after access and egress and after lock up at night;
- Air conditioner is on, providing a comfortable environment for sleep;
- Lights turned off in the kennel building at night;

- Check and monitor security devices are working where required – to ensure security devices are operational and ready;
- Ensure security lighting does not shine directly into the kennel building doors/windows;
- During the night the on-site manager/caretaker will monitor for unusual noise and investigate its cause and take immediate action to remove the cause.
- Call the police if trespassers are observed.

6 Complaints Handling Management

Complaints regarding noise will follow the Complaint Handling policy used for all complaints handling. The Complaint Handling policy has been provided in a separate document.

7. Non-Operational Delivery of Noise Management Compliance

7.1 Ensure the following 'one off' Noise Management tests and reports are delivered;

1. Prior to Occupation Certificate, a certification report from an appropriately qualified Acoustic Engineer to be provided confirming that the noise control measures requested by Council conditions are achievable and have been implemented.
2. Within 60 days of the kennels being used [i.e. following issuing of the Occupation Certificate] and at 80% capacity - conduct an 'Acoustic Compliance Test' – recording the names of dogs and their owners to prove the 80% capacity was achieved during the 'Acoustic Compliance Test' and a report of the results to be provided to the Council.

7.2 Acoustic Compliance Test

Provide Council with a full 24 hour day cycle of noise measurements– ie day and night noise readings. This will be conducted with a minimum of occupancy of 80% capacity, 100% will be the aim. The compliance testing will be conducted by a qualified Acoustic Engineer.

8. Ongoing Noise Compliance Tests

The facility will have 24 hour video and audio recording for security and complaint protection and recalling. These recordings will be held for 14 days.



Complaints Policy

Complaints Policy and Procedure

This policy and procedure applies to complaints received by the Homeless Animal Society and Boarding Kennels Inc. about our activities, programs, services, staff or volunteers.

a. Guiding Principles

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible. Review of complaints is fair, impartial and respectful to all parties. Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome. Complainants are provided clear and understandable reasons for decisions relating to complaints. Updates are provided to complainants during review processes. Complaints are used to assist in improving services, policies and procedures.

b. Types of Complaints

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by The Homeless Animal Society and Boarding Kennels Inc as an organisation or a staff member or volunteer acting on behalf of the organisation.

Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a staff member/volunteer; or
- unfair or discourteous actions/statements by staff member/volunteer;
- continuing noise from the facility that is impacting another business;

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

c. Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is

needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to someone who is able to resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another person. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

d. Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be escalated to the Operations Manager. If the operations Manager cannot resolve the complaint, it will be escalated to the Committee. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received. This May vary dependant on the date of the Committee meeting.

e. Documenting the Complaint

It is necessary to keep a record of any complaint that involves a dispute over money or noise as well as any complaint that cannot be resolved immediate (on the same day it is received). Information about such complaints must be recorded on the complaints tracking worksheet. Information recorded on the worksheet includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe and date, and a description of the resolution.

A summary of the complaints received including number and type will be reported to The Homeless Animal Society and Boarding Kennels Inc Committee on a bi-monthly basis.

EXEMPTION

Noise complaints are to be handled with extreme priority and resolved immediately. Onsite Care taker must be contactable during closed hours to ensure no noise disturbance can occur. The Operations Manager is to be informed of all occasions that a noise complaint has been made and ensure procedures are put in place to prevent a further complaint. The facility has 24hr Video and Audio recording, all complaints must be logged with an audio copy of the event and time complaint was made.

Paws and Claws – Pre-Adoption Questionnaire – Dog or Cat

Paws+Claws



KENNELS • PORT DOUGLAS

(Mandatory Fields *)

1/ CONTACT INFORMATION		Check
Given Name *		
Surname *		
Day Phone Number		
Night Phone Number		
Email Address *		
Mobile Phone Number		
Street Address * (Please Include Council & Post Code) (Address where pet will be housed)		
Postal Address (If different to Street Address)		
Are you adopting the pet for yourself?	Yes No	
If 'No', who are you adopting the pet for? Please provide name of person.		
2/ ANIMAL INFORMATION		
Animal Name *		
Is it a Dog or Cat? *		
Reason for adoption * (Why you would like to adopt and why this pet is suitable for you)		
3/ EMPLOYMENT		
Are you employed? *	Yes No	
Type of Employment *	Full time Part time Work from home Other	
Describe 'Other' employment		

Paws and Claws – Pre-Adoption Questionnaire – Dog or Cat

4/ EXERCISE, ACTIVITIES & PET CHARACTERISTICS		
What exercise will include the dog	Daily Jog Daily walk Short walks Few walks	
What activities (weekend) would you like to enjoy with the dog?		
What characteristics are you looking for in this pet?		
What characteristics would you least like in this pet?		
5/ EXPERIENCE		
Have you had a previous pet? *	DOG - Yes No CAT - Yes No	
Do you presently have a pet? * (Please provide type and number)		
Are all your present pets vaccinated? * (Copy of certificate may be required)	Yes No	
Are all your present pets well socialised?	Yes Reasonably No	
Have your dogs attended: Puppy preschool? - Obedience classes? - House training? - (Please name the group/club used)	Yes No Yes No Yes No	
6/ LIVING ARRANGEMENTS		
Describe people living in the house, giving age & first name. (Adults, teenagers, children, babies)		
Do any occupants have animal allergies?	Yes No	
What type of allergy?		
Who will normally care for the pet?		
Do all the occupants support adopting a pet?	Yes No	
Do you own/buying or rent? (If renting, owners written permission will be required)	Own/buying Renting	

Paws and Claws – Pre-Adoption Questionnaire – Dog or Cat

Describe type and height of garden fencing.		
Will the dog normally be inside or outside most of the time?	Inside Outside	
If outside, describe type of shelter provided. (eg. kennel, veranda, car port)		
If inside, describe where in the home.		
If both inside and outside, describe the situation. (eg. day outside, night inside)		
What is your home type?	House Unit Townhouse Acreage	
If none of the above, then describe. (eg, boat)		
Will you allow a garden/yard inspection?	Yes No	
Who/where will your pet be when you go on holiday? (eg. with friends, at kennel/cattery, at home being looked after by others)		
7/ HEALTH CARE & EXPENSES		
Do you understand all the annual pet expenses? (eg, food, vaccinations, worming, annual checkups, council registration)		
8/ ADDITIONAL INFORMATION		
Have you rehomed or given away a pet? (If 'yes' describe the circumstances)	Yes No	
Who is your current vet? (Include address and phone number)		
Will the above vet be the vet for this dog/cat? (If 'No' then please provide details of the vet)	Yes No	
Is there any other relevant information?		



STANDARDS & GUIDELINES FOR BEST PRACTICE BOARDING FACILITIES/ESTABLISHMENTS & DOGGY DAY CARE CENTRES

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Disclaimer

The information contained in this publication are the Standards & Guidelines for Best Practice (SGBP) defined by the Pet Industry Association of Australia (PIAA). Users are reminded that compliance with these Standards & Guidelines is a requirement of Membership of the PIAA.

New versions of these Standards & Guidelines may be issued from time to time. It is the responsibility of users to ensure the version of the Standards & Guidelines for Best Practice on which they rely is current by checking it is the latest version available on the PIAA website.

Compliance

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

Preface

The Pet Industry Association (PIAA) Standards & Guidelines for Best Practice – Boarding & Doggy Day Care Establishments outline the principles that every Association member involved in the boarding of dogs and cats and doggy day care establishments must use to protect the welfare of the animals in their care. By adhering to the Standards & Guidelines for Best Practice 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.

Introduction

The purpose of these Standards & Guidelines for Best Practice is to specify the minimum standards that are appropriate to the physical and behavioural needs of animals housed in PIAA member businesses operating as boarding or doggy day care domestic animal businesses, where an animal is kept for commercial gain while the animal owner is not present.

The PIAA Standards & Guidelines for Best Practice set the standard for the care and management of all animals in boarding and doggy day care establishments. Compliance with the Standards will ensure the care, management and welfare of all species boarded in PIAA member businesses are of the highest calibre.

All local, state, territory and commonwealth legislation and codes of practice must be complied with by boarding and doggy day care establishments in the respective state of territory.

Species include:

- Dogs & puppies
- Cats & kittens
- Birds
- Fish
- Rabbits
- Guinea Pigs
- Rats and mice
- Ferrets
- Reptiles

Special Note – Group Housing of Cats

Group housing of cats is not recommended as this may result in animals suffering from stress, behavioural problems and spread of disease. Cats from the same household may be housed together but require extra supervision. All new and renovated facilities must include single or same household housing only.

Standards

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

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

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

Boarding and doggy day care facilities/establishments/centres will be expected to conduct themselves in accordance with these Standard & Guidelines for Best Practice demonstrating their commitment and concern for the welfare of animals in their care.

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

Guidelines for Best Practice (Guidelines)

Best practice describes higher level systems and processes agreed upon at a particular time following consideration of scientific information and accumulated experience in standards of animal welfare.

They also reflect a considered estimate of what is thought to be society's values and expectations regarding the care of animals. They are identified by the heading 'Guidelines for Best Practice'.

Where a PIAA boarding member facility/establishment or doggy day care centre cannot meet the requirements of these Standards & Guidelines for Best Practice, animals must not be accepted for admission.

Definitions

Admission: the entry of an animal into an overnight boarding facility/establishment or doggy day care centre.

Animal: a dog or puppy, cat or kitten, bird, fish, rabbit, guinea pig, rat, mouse, ferret or reptile.

Bird: a warm-blooded egg-laying vertebrate animal distinguished by the possession of feathers, wings, a beak and typically be able to fly.

Bitch: a female animal of the species *Canis familiaris*.

Boarding: the taking of custody or possession of an animal for the keeping, accommodating, caring, training or feeding, for fee or reward at a property other than the animal's normal place of residence.

Boarding Facility/Establishment: a service offered by pet boarding kennels and some veterinarians, where boarding occurs, allowing owners to drop off their animal/s for a set time in exchange for a fee.

Cat: any animal identified as *Felis catus*.

Cat housing: a cattery, cage, module, colony pen or other enclosure used to contain cats within a facility.

Disinfectant: a chemical used on an inanimate surface to destroy micro-organisms likely to cause infection in animals.

Dog: any animal identified as *Canis familiaris*.

Dog housing: a kennel, cage, module, colony pen or other enclosure used to contain dogs within a facility.

Day Boarding/Doggy Day Care Facility: a business which houses dogs, cats and animals during the day for a set time only (the animals are NOT housed overnight), for a fee or commercial gain.

Enclosure/pen: a fully secure area preventing escape of animals from within and entrance of animals from outside the area.

Enrichment/environmental enrichment: practices that provide situations or activities for animals that are appropriate to meet their physical and psychological needs.

Establishment/facility: any place, premises or thing used for the accommodation or shelter of animals for the purpose of accommodating dogs or cats, or where puppies or kittens are housed and includes a vehicle used for the transportation of animals.

Euthanasia: the animal is rendered immediately unconscious and does not regain consciousness prior to death. Euthanasia is only to be undertaken by a registered veterinarian or authorised euthanasia technician.

Exercise: practices/activities requiring physical activity and movement by animals appropriate to meet their physical needs.

Exercise area: an area separate to the animal housing area which a business uses for the purposes of exercise as defined above. The only exception is where a dog's normal holding yard exceeds 10 times the minimum PIAA enclosure/pen size.

Experience: the qualifications, knowledge and training required to care for dogs and cats.

Ferret: a domesticated mustelid mammal (*Mustela furo* syn. *Mustela putorius* subsp. *furo*) with an elongated flexible body, often kept as a pet.

First aid: the immediate care and treatment provided to an animal with an injury or illness, but not including veterinary care.

Full-time staff member: staff members working 8 hours of work per day, whether as one staff member working 8 hours continuously or multiple staff members working split shifts to the equivalent of 8 hours.

General Health Check: physical examination to assess the health of an animal including assessments for:

- Medical conditions
- Infectious and zoonotic diseases
- Parasites
- Dental, eye and ear issues
- Genetic, breed and age considerations
- Body condition score.

Guarantee/Return Policy: the facility/establishment's written agreement given to the owner. The agreement outlines the terms and conditions that apply to the care and welfare of animals admitted to the boarding facility/establishment or doggy day care centre.

Guinea Pig: *Cavia porcellus* also called the cavy, a species of rodent belonging to the family *Caviidae* and the genus *Cavia*.

Handling: activities including grooming, soft patting/stroking, picking the animal up, turning the animal over and doing a health examination by physically examining each animal's paws, ears and teeth, and providing exercise, enrichment and human socialisation.

Health Management Plan: a plan for nutrition, health and well-being of all animals in the facility/establishment/centre prepared by the person in charge and the veterinary practitioner.

Hide: a small enclosed area where a cat can remove itself to 'hide' from other animals.

Impervious: materials or sealed materials that prevent water, urine or any other liquids penetrating the material or being absorbed and held by the material.

Independent veterinary practitioner: a veterinary practitioner not related by blood, marriage or de facto relationship to the proprietor (or family members of the proprietor) of the business, and has no commercial interest in the business.

Isolation housing: housing kept in a separate area to general animal housing and exercise areas; used specifically for animals suspected of having or diagnosed with an infectious disease.

Kennel: a series of pens/enclosures designed to house multiple dogs or puppies.

Kitten: a cat less than 16 weeks of age.

Microchip: a subcutaneous full duplex electronic radio transponder that complies with the relevant ISO standard.

Module cage/condominium: an enclosure designed to hold up to 2 cats and containing at least 2 levels.

Monitoring: the observation and assessment of animals on a regular basis including during routine management activities.

Mouse: refer to rodent.

Operating procedures: procedures for the management and operation of a facility/establishment for the accommodation and shelter of animals held in that boarding or doggy day care facility/establishment/centre.

Operations manager: a person responsible for the day to day operation of a business. This may or may not be the owner of the establishment.

Overnight Boarding: the animal stays at a boarding facility/establishment for at least one night.

Owner (animal):

- The owner of the animal (in the sense of being the owner of the animal as personal property)
- The person by whom the animal is ordinarily kept
- The registered owner of the animal.

A reference to the owner in these Standards and Guidelines is a reference to each and all owners of the animal.

Parvovirus: a virus which causes intestinal inflammation in infected dogs, for which symptoms include vomiting, diarrhoea, high fever and dehydration.

Pen: see definition for enclosure above.

Person in charge of an animal: the person who has an animal or animals in their possession or custody or under their care, control or supervision and who is responsible for meeting the welfare needs of the animal or animals. This may include the owner of an animal, a family member or friend of the owner, or in a facility/establishment may be the manager or staff or volunteers.

Proprietor: a person who legally registers the business and/or is the owner of the animals.

Puppy: a dog less than 16 weeks of age.

Rabbit: any various long-eared, short tailed, burrowing mammals of the family *Leporidae*.

Rat: refer to rodent.

Reptile: a cold-blooded vertebrate animal of a class that includes snakes, lizards, crocodiles, turtles and tortoises.

Rodent: a gnawing mammal of the order *Rodentia* that includes rats, mice and their relatives; distinguished by strong constantly growing incisors and no canine teeth.

Qualifications: formal qualification provided by a registered training organisation, including the management, welfare, handling and care of animals in the boarding or doggy day care facility/establishment/centre.

Significant infectious disease: a disease caused by a transmissible agent that is likely to cause illness or death in susceptible animals that become infected. Common examples include canine cough, feline respiratory disease, parvovirus, feline enteritis, canine infectious hepatitis, heartworm and distemper.

Socialisation: interaction between an individual animal and other animals and humans with the intention of making the individual animal fit for a life in companionship with others.

Staff: the person in charge, manager, employees and volunteers that work in the facility/establishment, whether working full or part-time and whether or not working for fee or reward. This may include the proprietor/owner.

Unattended animal: when there is no person physically present on the property to deal with animal welfare issues as they arise.

Vaccination: immunisation which follows established protocols for nominated disease and does not include 'homeopathic vaccinations'. Vaccination can only be proven by a 'vaccination certificate' signed by a registered veterinary practitioner or verbal confirmation by the facility/establishment with the veterinarian and notes recorded for the purpose.

Veterinary practitioner: a veterinary practitioner registered under the Veterinary Practice Act.

Volunteer: see under staff.

Washable: an impervious surface that is capable of being cleaned.

Weatherproof: protection from the wind, rain and extreme temperatures to safeguard the welfare of the animals housed in the facility/establishment.

Working dogs: dogs predominantly used for working livestock.

Zoonosis: diseases of animals that are transferable to humans.

Staff – Roles, Responsibilities and Competency

Standards

All people who care for and manage boarding animals should be competent and aware of their responsibilities. The person in charge should be aware of their extra responsibilities and that all people employed by the facility/establishment to care for the animals must comply with all local, state and commonwealth legislation, and regulations and codes of practice in their state or territory. In the absence of legislation or a code of practice PIAA member boarding and doggy day care facilities/establishments/centres must comply with these Standards and Guidelines for Best Practice.

Person in Charge

The person in charge (which may be the proprietor/owner) of the facility/establishment/centre:

- is responsible for complying with all enforceable provisions above.
- is responsible for the correct and accurate governance of the facility/establishment/centre, including state and local government requirements for business registration and licensing.
- is responsible for animal attendants, volunteers, vehicle drivers and all other staff working in the facility/establishment on a day to day basis.
- is responsible for the recruitment/termination of the above staff.
- is responsible for staff rostering and staff ratios.
- must ensure that animals admitted to the facility/establishment/centre must not be left unattended for more than 10 hours or as appropriate to the physiological status of the animal.
- must be knowledgeable and competent to provide for:
 - the health, care and welfare of dogs and cats, including monitoring the physical and psychological health of the animals in care and identifying the common signs of common diseases of the species kept.
 - reporting matters of compliance and disease outbreaks to the owner/proprietor.
 - the protection of these animals from distress or injury caused by other animals or interference by humans.
 - daily inspection of all animals in the facility/establishment/centre.
 - supervision of daily feeding and watering of animals.
 - supervision of enrichment and socialisation programs for animals in care.
 - cleaning and proper hygiene in the facility/establishment/centre including the disposal of waste materials.
 - provision of prompt first aid for animals when required.
 - veterinary care provided by a registered veterinary practitioner. This must include a signed agreement with the veterinary practitioner to attend to animals in the facility/establishment/centre as and when required.
 - ensuring the health protection of all staff and volunteers working in the facility/establishment/centre.
 - supervision and training of staff and volunteers.
 - development of an emergency evacuation plan and staff training practice drills.
 - development and execution of all operational policies and procedures.
 - ensuring the compliance of all State Work Health and Safety regulations.
 - ensuring the maintenance and retention of animal records, vaccination and health records, animal's regular veterinarian, owner's details and emergency contacts.
 - promoting and supporting relevant formal and informal training for staff.

Animal Attendants

- Animal attendants including volunteers who work at the facility/establishment/centre must be trained, experienced and competent to properly manage the type of animals kept by the facility/establishment/centre.
- Trainees or volunteers must work under the care and supervision of the person in charge or a suitably qualified and competent animal attendant.
- Animal attendants are responsible to the person in charge and must report to the person in charge on the following duties:
 - daily feeding, watering and inspection of all animals
 - daily cleaning and disinfection of pens/enclosures, housing, and equipment, and cleaning exercise areas
 - administering medication as instructed by a veterinary practitioner
 - exercise, socialisation and environmental enrichment for each animal including handling
 - reporting any animal showing signs of infectious disease immediately; isolating the animal, disinfecting their housing, bedding material, feeding and drinking utensils.
 - ensuring that care is taken so as not to spread infection from one pen/enclosure to another on their hands, clothing or footwear
 - reporting of any animals who are found to be deceased.

The animal attendant must immediately report to the person in charge any animals showing signs of:

- injury or illness
- serious physical or behavioural behaviour
- any change in the animal's normal behaviour which is indicative of a problem with the animal's health and welfare
- apparent pain, bleeding or swelling of body parts or bloating of the abdomen
- ear discomfort, inflammation or discharge
- difficulty or inability to urinate or defecate
- fits
- staggering, lameness or inability to stand or walk
- lack of appetite
- patchy hair loss or change in the appearance of the coat
- scratching of coat or ears
- weight loss
- observation of parasites
- swollen or inflamed third eyelid
- any other signs showing the health or welfare of the animal is compromised.

Signs of infectious diseases:

- coughing
- diarrhoea (especially if blood stained)
- red or brown coloured urine
- repeated sneezing
- runny nose
- runny or inflamed eyes
- vomiting.

Staff Ratio

Staffing ratio during business hours assumes that staff may be required to work in shifts to maintain feeding and cleaning throughout the day. Shifts do not need to be a minimum of 8 hours; however the facility/establishment must have the minimum staff ratio for a period of 8 hours.

- The minimum of one staff member (includes any staff member including the proprietor, owner person in charge and animal attendant) must be on site at the facility/establishment/centre for every 40 dogs or 55 cats (or equivalent) housed in the facility/establishment/centre during business hours and 1 staff member/caretaker must be available after hours. Staff ratios for public holidays must be the same as for business hours whilst cleaning, feeding and exercise are undertaken, and then can be reduced to the staff ratio for after hours.
- Overnight staff may need to support and undertake emergency activities should the need arise.
- In addition, sufficient staff, as listed above, must be 'on call' to attend to animals in the facility/establishment/centre in the case of an emergency and must be able to travel to the facility/establishment/centre within 30 minutes of being contacted.

Guidelines

Staff employed to care for the animals in the facility/establishment/centre should have formal qualifications and experience in the care and management of the animals in their care. Staff should be given the opportunity to re-train and upskill on a regular basis.

Training should include:

- current animal behaviour and social needs of the animal
- handling animals on receipt and release of dogs and cats into and out of the facility/establishment/centre, including transportation and capture
- animal husbandry techniques
- identification of common diseases in dogs and cats, signs of ill health, stress etc. which prompts the requirement of veterinary attention
- procedures required for management and care of sick and injured dogs and cats
- special requirements for young or old animals
- control of parasites and preventative measures
- record keeping
- reading and understanding the facility's/establishment's/centre's policies and procedures and the emergency evacuation plan
- zoonotic diseases (transfer animal to human), hygiene, prevention and medication.

Work, Health & Safety

Standards

The facility/establishment must undertake all reasonable measures to ensure staff health and safety, and manage all relevant workplace risks, including the risk of contracting zoonotic disease by those in direct contact with animals. Any injured or ill staff members must seek appropriate medical attention.

In order to provide a safe and healthy environment, each facility/establishment/centre must have the following processes and procedures in place to comply with relevant state and territory legislation:

Health and Safety Documentation

- **Work / Occupational Health and Safety (WHS) Policy**
- **WHS Program, outlining implementation of the policy**
- **Safe Work Method Statements / Job Safety Analysis templates**
- **Injury and Incident Management and Registers**
- **Hazardous Substance Management and Registers**
- **Risk Assessment and Risk Control templates**
- **Training Registers and Toolbox Talk templates**
- **Safety Inspection Checklist Template**
- **Fire Safety, Evacuation and Emergency Procedures**
- **Other relevant documentation according to your state or territory.**

Depending on staffing levels, there must be the appropriate number of properly trained staff members to meet particular state and territory requirements for first aid, fire and emergency situations. Please refer to state and territory regulatory bodies to determine appropriate levels.

Human Health Care

Standards

Potential health risks for humans exist when working with animals. Animals can harbour disease-causing organisms which can be transmitted to humans (zoonosis). To protect staff health a list of common zoonotic diseases associated with animals must be prominently displayed throughout the facility/establishment and staff must be educated in the prevention of zoonosis.

All staff, especially women of childbearing age, working with cats, must be made aware of the risk of contracting toxoplasmosis.

Staff health must be protected by the provision of or access to:

- induction upon commencing work in the facility/establishment/centre
- adequate hot and cold hand washing facilities
- hand disinfectant placed at various locations around the facility/establishment/centre
- immunisation against tetanus
- provision of personal protective equipment e.g. disposable gloves.

Guidelines

Adequate ongoing training should be provided to ensure optimal animal and staff health and welfare. This includes induction training and ongoing staff and proprietor training.

Adequate systems and processes, written procedures and record keeping should be in place to demonstrate the above without ambiguity.

Veterinary Care

Standards

The direction and referral for treatment while in care is the responsibility of the person in charge; the animal owner is responsible for the cost of treatment. Treatment will be at 'least cost reasonable treatment' for the illness or injury.

A written agreement between the proprietor/owner of the facility/establishment/centre and at least one registered veterinary practitioner who has experience in small animal health and management must be established and include arrangements for:

- the use of the veterinary practitioner's facilities for the treatment of animals from the facility/establishment/centre
- the provision of appropriate veterinary treatment for sick or injured animals including access to veterinary assistance for after-hours emergencies
- veterinary advice to be given in the event of unexplained disease, illness or deaths of animals
- the provision of regular health checks for all animals in the facility/establishment
- contact details of the veterinary practitioner which must be posted in a prominent position that is accessible to all staff and volunteers
- an inspection of all member boarding facilities/establishments and doggy day care centres by a veterinarian practitioner annually. An inspection report must be completed by the veterinary practitioner on completion of his inspection. (See sample Inspection Report Appendix 3)
- the annual inspection that must review the health management plan for the facility/establishment/centre and the vaccination and health status of all animals in care.

The person in charge must ensure that:

- A health management plan for the facility/establishment is prepared in consultation with the veterinary practitioner.
- Isolation housing is provided for all animals suspected of having infectious or unidentified illnesses under supervision of the veterinary practitioner.
- Dogs must be vaccinated against distemper, hepatitis, parvovirus and canine cough in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner.
- Cats must be vaccinated against feline infectious enteritis and feline respiratory disease in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner.
- Puppies and kittens must be vaccinated against common infectious diseases in accordance with best practice clinical guidelines in consultation with a veterinary practitioner.
- Dogs and cats known or suspected to be suffering from an infectious disease must not be admitted to the boarding or doggy day care facility/establishment/centre.
- Internal and external parasites must be controlled through routines and preventative treatment.

Medication

- Where a boarding or doggy day care facility/establishment/centre accepts animals on medication or a veterinarian has prescribed medication for an animal while it is in care, the person in charge must:
 - Record medication to be given against appropriate animal.
 - Ensure medication is stored according to label directions.
 - Ensure appropriate recording and administration of all medications.
 - Ensure staff are suitably trained to administer medication successfully.
 - When there is any doubt in relation to medication the animal owner or animal owners veterinarian must be consulted.

Animal Health Care

Standards

- All animals admitted to a member boarding facility/establishment/centre must be in good health and have current vaccinations as required for each species. (see under vaccinations)
- All facilities/establishments/centres must have an internal and external parasite prevention program in line with the health management plan.
- The person in charge must check all animals in care daily to check for signs of illness or injury.
- Staff and volunteers must be trained to identify animals with signs of illness and report this to the person in charge immediately.
- Kennel cards must have daily reports noted for signs of the animal not eating, diarrhoea etc. and toileting variances.
- All dogs and cats in care must be groomed as required (including brushing of long haired animals) to ensure they are not left dirty, matted, tangled or unkempt, unless a specific request is made and signed off by the owner that they do not want the animal groomed or bathed.
- Dogs with pendulous ears must have their ears checked weekly and appropriate action taken to minimise ear infections.

Guidelines

- Signs of illness or injury for which veterinary treatment should be sought include but are not limited to:
 - runny nose
 - runny discharging or inflamed eyes
 - repeated sneezing
 - coughing
 - vomiting
 - severe diarrhoea, especially if bloodstained (other than the vulva of a female on heat)
 - lameness
 - bleeding or swelling of body parts
 - inability to stand, walk, urinate or defecate
 - loss of appetite
 - weight loss, particularly if severe or sudden
 - apparent pain
 - fits, staggering or convulsions
 - patchy hair loss
 - bloating of the abdomen
 - difficulty or inability to urinate or defecate
 - red or brown coloured urine
 - depression
 - fever
 - presence of external parasites
 - any other serious physical or behavioural abnormality.

Animal Medical Treatment

The owner of each animal admitted to the facility/establishment must sign to agree to transfer the animal's care, wellbeing and medical treatment (if required) to the person in charge of the boarding facility/establishment/centre and a veterinarian practitioner.

Where possible, the owner will be contacted prior to any treatment being administered; however the decision of the person in charge and the veterinarian in relation to the treatment of the animal shall be final and conclusive.

The owner must agree to pay all veterinary costs and charges incurred for any treatment to the animal/s during their stay at the boarding facility/establishment/centre.

Standards

- Where treatment to restore the physical and mental health of a dog or cat while in the facility/establishment/centre is impractical or unsuccessful and where it is recommended by a veterinary practitioner, an animal must be euthanased.
- Euthanasia of dogs and cats must only be performed by a veterinary practitioner.
- Euthanasia must be performed by the intravenous administration of an overdose of barbiturate unless there are compelling reasons to use other methods to destroy a dog or cat in emergency situations.
- In emergency situations facilities/establishments/centres may carry out euthanasia under the direction of a veterinary practitioner only.
- Puppies and kittens 8 weeks of age and under requiring euthanasia must be euthanased by intraperitoneal injection of barbiturate by a veterinary practitioner.
- Euthanasia must be performed in an area that is separated from animal accommodation and must not be carried out in view of any other animals or staff.

Day to Day Operations

Access – Visitors

Standards

Clients

- All animals and their owners must report to the allocated reception area for admission to the facility/establishment/centre.
- Clients are not permitted access to the facility/establishment/centre's workplace including kennels or exercise areas at any time unless with the express permission of the person in charge and must be accompanied by a staff member at all times. Workplaces in boarding facilities/establishments/centres are high risk and hazard areas.
- If the above permission is approved by the person in charge, the client must sign in on arrival and sign out on leaving the facility/establishment.

Public

- Visitors to the facility/establishment must report to the allocated reception area.
- Visitors are not permitted access to the facility/establishment/centre's workplace (kennels, exercise areas etc.) at any time unless with the express permission of the person in charge and must be accompanied by a staff member at all times. Workplaces in boarding facilities/establishments/centres are high risk and hazard areas.
- Clients wishing to inspect the kennels prior to admission must do so by appointment and must be accompanied by a staff member.
- Public admittance into kennel blocks may only be permitted in extenuating circumstances and must be accompanied by the person in charge.
- If the admission is approved by the person in charge, the visitor must sign in on arrival and sign out when leaving the facility/establishment.

Pound Animals

- Owners wishing to identify lost animals in the pound facility must report to the allocated reception area.
- Owners wishing to identify lost animals must be accompanied by a staff member at all times whilst viewing the animal in the pound facility.
- Boarding facilities who manage pound facilities and re-home animals from their premises must advertise their business opening hours and conditions of inspecting animals.
- Pound facilities and viewing areas must be well away from the boarding kennels and other exercise areas.

Veterinarians, Contractors (electricians, plumbers etc.)

- Veterinarians and contractors visiting the facility/establishment/centre must report to the allocated reception area.
- Veterinarians and contractors must sign in on arrival and sign out when leaving the facility/establishment.
- Veterinarians must be accompanied by the person in charge or a staff member when attending to animals in the kennels.
- Contractors attending the facility/establishment/centre must be accompanied by a staff member who will accompany them to the area where maintenance, repairs etc. are required.

Admission Requirements

Record Keeping

Standards

All business and animal records must be kept for a minimum of 5 years with at least the previous 12 months' records (or the Statute of Limitations under the Prevention of Cruelty Animals legislation in the relevant state or territory or other local, state or commonwealth laws) kept on site. The person in charge of the facility/establishment/centre must be able to produce these records within 24 hours.

Admission documents must be signed by the animal owner and/or agent and should make it clear that the boarding facility/establishment/centre assumes all legal ownership responsibilities for the animal while it is in the care of the facility/establishment/centre and that veterinary care will be provided if necessary at the animal owner's expense. This avoids any confusion over ability to access veterinary treatment, cost of veterinary services or movement of the animals. (eg. during disasters)

Refusal of Admission

The person in charge has the right to refuse admission to any animal:

- known or suspected to be suffering from an infectious disease must not be admitted for boarding or day care.
- that does not meet these Standards & Guidelines for Best Practice, particularly in relation to vaccinations.
- where the animal owner's requirements cannot be met by the person in charge or the animal owner refuses to accept reasonable additional charges for extra care requirements.
- where the person in charge reasonably believes that the animal poses a risk to other animals and/or facility/establishment/centre staff and that this risk is not able to be appropriately managed by the facility/establishment/centre.
- where the person in charge believes that it is not in the best interests of the facility/establishment/centre to board the animal.

While it is in the best interests of the animal owner and the animal to be advised that the animal will not be admitted at the time of booking, it is recognised that this may not always be possible. Animal owners should, where possible, be advised of all admission requirements and criteria for refusal at the time of booking.

Business Records

Business records must include:

- Domestic animal business registration.
- Human resources records for each individual working in the facility/establishment/centre and must include:
 - name, address, contact number, emergency contact details
 - qualifications, position descriptions, training
 - vaccination status and any specific health issues e.g. diabetic.
- Staff shifts and rosters.
- A copy of the emergency evacuation plan including site maps.
- The animal health management plan.
- Copy of the agreement between the facility/establishment/centre and a veterinary practitioner and contact details.
- All company contracts, insurance policies, registrations.
- The facility/establishment/centre parasite management plan and inspection reports.
- A copy of all standard operating procedures and company policies.

Animal Records

Animal records for each individual animal must be recorded and maintained from admission until the animal is released from the facility/establishment back to the owner and must include the following:

- Boarding agreement/contract indicating the responsibilities of the facility/establishment/centre and the animal owner, signed and dated by the person in charge. The boarding agreement/contract must include a procedure to allow the facility/establishment/centre to manage animals not collected or abandoned by owners.
- A brief description of the animal including: name of animal, age, sex, breed, colour, any distinguishing features, entire/spay neutered, microchip number.
- Name address and telephone number of the owner of the animal.
- Emergency contact number.
- Details of medical, dietary requirements, the animal's condition and preferably weight on arrival.
- Contact details of the animal's veterinary practitioner.
- A veterinary history including a copy of current vaccination certificates, internal and external parasite control and supporting documentation where applicable.
- The animal's details must be recorded on the pen/enclosure/kennel card and attached to the pen/enclosure.
- The name, description, breed and sex of each animal in a pen/enclosure/cage must be displayed clearly on every pen/enclosure/cage in the form of an identification card.
- Each identification card must indicate whether the animals are receiving additional care, feeding instructions and medication if required.
- Each identification card must include a variable method of recording medication instructions, dates and times of dispensing.

Vaccination Requirements

Animals must adhere to the recommended vaccination requirements. Holistic naturopathic or homeopathic vaccinations do NOT fulfil these vaccination requirements.

Note: Vaccination requirements and isolation periods may differ depending on the vaccination manufacturer's recommendations. The vaccination manufacturer's recommendations may be used as an exception to the following requirements on a case by case basis.

The PIAA asks that if member boarding establishments and doggy day care centres are going to follow the manufacturer's recommendations over and above this policy, they must obtain evidence from the manufacturer showing:

- that the recommendations being followed are correct
- that they can provide written approval from the animal's treating veterinarian outlining that the manufacturer's recommendations have been followed correctly
- that a written veterinary health check has been sighted prior to the animal being accepted for boarding.

Dogs must not be admitted to any boarding facility/establishment/centre unless:

- A vaccination certificate signed by a veterinary practitioner is sighted, copied and maintained for each animal admitted to a facility/establishment/centre.
- The date of admission is more than 14 calendar days after completion of an initial course of vaccinations. A C5 vaccination protects against parvovirus, distemper, hepatitis, parainfluenza and Bordetella bronchiseptica and is the minimum requirement for admission to a boarding facility/establishment or day care centre
- The date of admission is more than 7 days and less than 12 months after completion of a booster vaccination against the diseases above.
- If the animal has received a three (3) year vaccination, proof of the three (3) year vaccination must be supplied and the vaccination manufacturer's quarantine recommendations must be adhered to.
- At the discretion of the person in charge (and with full responsibility for such discretion), any additional diseases for which the person in charge feels the need for vaccination and advises the animal owner before arrival.

Cats must not be admitted to any boarding facility/establishment/centre unless:

- A vaccination certificate signed by a veterinary practitioner is sighted, copied and maintained for each animal admitted to a facility/establishment/centre.
- The date of admission is more than 7 calendar days after completion of an initial course of vaccinations. An F3 vaccination protects against feline Pan leukaemia, feline herpes virus, feline calicivirus and feline aids and is the minimum requirement for admission to a boarding facility/establishment or day care centre.
- The date of admission is more than 7 days and less than 12 months after completion of a booster vaccination against the diseases above.
- At the discretion of the person in charge (and with full responsibility for such discretion), any additional diseases for which the person in charge feels the need for vaccination and advises the animal owner before arrival.

SPECIAL NOTE FOR CATS: Feline Immunodeficiency Virus/Feline Leukaemia

Cats with these viruses are relatively uncommon but are present in the population. These diseases require special conditions for transfer, in the case of FIV deep bite or scratches drawing blood and in the case of FeLV reasonably prolonged contact. All significant cat bites and scratches should be treated immediately with buffered iodine and veterinary assistance sought if needed. For cats who are likely to be 'long stay' in boarding facilities/establishments/centres the animal owners must be consulted about FeLV and FIV vaccinations sought prior to arrival. Tested positive cats should be housed singly or only with cats from the same household.

Exceptional Circumstances (Emergencies)

- Dogs and cats may be admitted to a boarding facility/establishment/centre in exceptional circumstances without completing a vaccination booster program at the discretion of the person in charge, but the animal owner must be informed in writing that there is an increased disease risk to the animal as a result.
- The number of 'exceptional case' animals should not exceed 5% of the total number of animals in the boarding facility/establishment/centre.

Guidelines

- The use of pen/enclosure labels and cards, daily cleaning / feeding / watering / health observation record sheets is encouraged.
- Procedural documents should be periodically reviewed and approved by the person in charge. The period from the last review and approval of procedures should not exceed two (2) years.
- Records kept should have space for notes or observations regarding the individual animal and made during the animal's time at the facility/establishment/centre, including any significant alteration in the animal's condition or behaviour since arrival at the facility/establishment/centre.

Hygiene, Cleaning and Disinfection

Standards

- A facility/establishment/centre must be clean and hygienic at all times.
- A hygiene management plan must be established in consultation with a veterinary practitioner and included in the facility/establishment's health management plan.
- Areas housing animals within a facility/establishment must be cleaned at least once daily.
- Animal enclosures must be disinfected at least once weekly, noting that some disinfectants are dangerous and toxic to dogs and cats. * See note below.
- Animal pens/enclosures must be cleaned and disinfected before new animals are introduced.
- Bedding must be cleaned or changed at least once daily and disinfected at least once a week, depending on the species.
- Paths and exercise areas must be cleaned daily or before new animals are introduced to the area.
- Food preparation and storage areas, food and water containers, utensils and equipment used in the preparation and provision of food must be maintained to a hygienic standard.
- All uneaten food must be removed as soon as possible after feeding with the exception of cats and kittens who must have dried food available throughout the day for grazing. Other species such as reptiles may have other feeding instructions.
- Faeces and waste materials must be disposed of in accordance with the requirements of the appropriate authority. Faeces must not be disposed of in sewer or septic systems.
- Disposable bedding, food containers and general waste from the facility/establishment/centre must be placed in a waste disposal device.
- Wastes must not be incinerated unless the incinerator is registered with the appropriate authority.
- Collection drains must be cleaned daily.
- Litter trays must be checked, scooped and replenished daily.
- Litter trays must be changed, washed and disinfected at least once every three (3) days.
- Litter trays that are saturated with urine must be changed immediately.
- Toys used in socialisation and environmental enrichment must be washed in hot soapy water and disinfected after each use.
- MSDS sheets for all chemical and industrial products used in the facility/establishment/centre must be prominently displayed throughout the facility/establishment/centre including feeding and storage areas.
- **Pest Control:**
 - Efforts must be made to effectively control pests including flies and rodents.
 - Chemicals used for pest control must be registered with Australian Pesticides and Veterinary Medicines Authority for purpose and use only in accordance with the manufacturer's instructions.
 - Dogs and cats may be adversely affected by some pest control agents; expert advice should be sought unless the manufacturer's instructions are clear.

Guidelines

- All animal waste products such as faeces, bedding and food waste 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.
- A trade waste service should be used for collection and disposal of wastes.
- 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.

Notes:

Some disinfectants are toxic to some species, e.g. some common disinfectants containing coal and wood products such as pine oil, phenol, cresol and chloroxynols are toxic to cats. Tea tree oil is toxic to both dogs and cats.

Staff must be familiar with these matters and avoid the use of inappropriate products.

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 only used in accordance with the manufacturer's instructions.

Transport of Animals

Standards

- Animals must be transported in a timely manner with a driver suitably trained to handle the animals being transported. Where more than one animal is to be transported, vehicles used for the transport of animals must have provision for non-compatible animals.
- Non-compatible animals must be physically separated and restrained or individually enclosed by compartment or cage.
- The design of the compartment/cage must be both escape-proof and prevent the protrusion of head and/or limbs of any animal carried. Enclosures must be appropriate for the species being transported.
- The compartment/cage must be constructed of impervious materials and a design that allows for effective cleaning and disinfection.
- The compartment/cage must be weatherproof and adequately ventilated when the vehicle is both in motion and stationary.
- The animal area must maintain a temperature range between 15 and 27 degrees Celsius at all times.
- Cats must be individually caged with the exception of queens with kittens who may be caged together where the cage is sufficiently large enough for all the cats to lie comfortably.
- No animal may be transported in the boot of a sedan.
- Dogs must not be transported in the cabin of an animal transport vehicle.
- Business animal transport vehicles must be cleaned and disinfected after each delivery of animals.
- On road trips of more than two (2) hours duration, adequate stops should be made to allow dogs and cats the opportunity to exercise, eat, drink, urinate and defecate where appropriate and for enclosures to be cleaned where necessary.
- Animals transported by air must comply with IATA's Live Animals Regulations (LAR), the worldwide standard for transporting live animals by commercial airlines. The objective of the LAR is to ensure all animals are transported safely and humanely by air. The 41st edition of the regulations came into effect on 1 January 2015.

Guidelines

- Containers used for birds, fish, rabbits, guinea pigs and reptiles should be appropriate to their species and should maintain temperature conditions required for each individual species.
- Containers used for dog and cat transport should provide adequate light and ventilation.
- Containers regularly used for transporting dogs and cats should:
 - Protect animals from injury and be free from protrusions or sharp edges in the carrying area
 - Provide easy access and safe access for handlers
 - Protect against unauthorised release or escape of the animals
 - Be easy to clean and disinfect and have non-slip floors
 - Be fitted with an operational air conditioning system to the section of the vehicle where the animals are held.

Note: The driver of the transport vehicle is the person in charge and therefore responsible for the welfare of the animals in the vehicle during transportation.

Security & Emergencies

Security

Standards

- Premises and animal enclosures must be secure against ingress of unwanted animals, persons or pests.
- The facility/establishment/centre must have a competent person/persons living on site.
- The entrance to the facility/establishment/centre must be securely locked outside business hours.
- The facility/establishment/centre must be able to be reasonably secured to prevent access to the premises outside trading hours, including outdoor cage and run areas.
- Enclosures/pens must be securely fastened outside trading hours to the extent required to avoid escape.
- All gates and fittings must be in good working order.
- All external openings must prevent escape of animals or easy removal of products or equipment without authorisation.
- Adequate security must be in place to ensure the safety of staff, the public and all animals on the premises.

Guidelines

- Gates pose a special risk for escape. Boarding facilities/establishments/centres should be designed such that there are always 'two gates' between an animal and escape onto a road from the facility/establishment/centre, except in the case of padlocked emergency gates for service vehicles.
- Every effort should be made to recover escaped animals.
- The facility/establishment should wherever possible install security systems to ensure the safety of all animals and staff.

Emergencies

Standards

Security methods used must allow ready exit for staff and animals in an emergency.

- 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**).
- Each facility/establishment/centre must have a documented procedure for the management or swift removal of all animals from the premises in the case of emergency, where it is safe and reasonable to do so.
 - 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 visitors, staff, volunteers and animals from the premises in the event of an emergency.
- Emergency procedures must include a plan to deal with a situation where staff are not allowed back into the facilities for up to a week (for example in flood or fire), in particular if staff have not been able to ensure exit of all animals at the time of the initial emergency.

Guidelines

- A supply of portable enclosures/cages for use in emergencies should be held at the facility/establishment/centre to facilitate the swift evacuation of animals in the event of an emergency. A supply of leashes should be kept for evacuation of dogs.

Additional Services

Bathing, Grooming, Training, etc.

Where these services are provided, suitable facilities must be available and be properly cleaned and sanitised to maintain appropriate hygiene.

Where a boarding facility/establishment/day care centre advertises these services, the person in charge must ensure that the persons carrying out these procedures are appropriately trained at a suitable level to avoid any animal welfare issues.

Pound Services at Boarding Facilities/Establishments

- Where boarding facilities/establishments/centres are used by a local municipality as a pound or shelter and vaccination status is unknown, pound animals must not be housed or mixed with other animals and not exercised with these animals.
- Security measures must be in place to minimise the risk of break-ins and theft of animals held in pound facilities. This may require the installation of alarm systems.
- Careful hygiene must be instigated to reduce the risk of cross contamination of disease and parasites.
- Staff must be trained in minimising the spread of disease and comply with all cleaning and sanitising protocols.
- Pound areas must be cleaned and sanitised daily.
- Pound/shelter animals must be fed a balanced diet and supplied with a constant supply of fresh water.
- Documentation must be maintained in line with the expectations of the local municipality's requirements for holding animals.
- Animals must be held for the statutory time as required by local and state legislation and codes of practice.
- Visitors wishing to view animals in the pound section of the facility/establishment must be accompanied by a staff member at all times.

Animal Management – Dogs

Standards

- Each animal must be individually identified.
- All dogs entering into the facility/establishment/centre must be accompanied by a valid current vaccination certificate (C5).
- Dogs must receive a balanced and complete diet which allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and breeds.
- Measures must be implemented to protect dogs from distress or injury caused by other animals.
- Dogs must be protected from distress or injury caused by interference by people.
- Dogs may be distressed by the presence of other dogs and cats and must be housed in a manner that prevents visual contact and minimises or reduces olfactory contact.
- Dogs must receive environmental enrichment recognising the physiological status and special needs of differing ages and breeds to ensure good psychological health.
- Dogs that are unable to feed themselves must only be kept where adequate supervision is available.
- All meals must be served in containers that have been cleaned and washed in hot soapy water before use and disinfected once a week.
- Clean water must be available at all times at a temperature, quantity and quality to meet the physiological needs of the dog and that the dog will drink.
- Water containers must be large enough to hold sufficient water for all dogs in a pen/enclosure.
- Water containers must be large enough to hold sufficient water for all dogs to be able to drink at any one time.
- For young puppies the container must be shallow enough to prevent injury or drowning.
- All adult and adolescent dogs must be fed a minimum of once daily.
- The person in charge must ensure all animals are socially compatible to feed together and are able to eat a sufficient quantity of food without duress.
- Food must be stored in sealed containers to prevent its deterioration or contamination by vermin.
- Fresh food must be refrigerated according to manufacturer's directions.
- A minimum of 5 days' food must be held by the facility/establishment/centre at all times to ensure food is available in the case of an emergency.
- Food containers must be non-spillable and made of material that can be disinfected and must not cause injury to the animals.
- Feeding of raw offal is not recommended.

Guidelines

- Food should be prepared hygienically and served in clean containers.
- Food and water containers should be readily accessible to dogs, be stable, non-toxic and be positioned to avoid spillage or contamination by urine or faeces.

Dog Housing

Standards

This section outlines the minimum standards required for keeping dogs in boarding and doggy day care facilities/establishments/centres. The accommodation, environment and security of animals should be of a standard which ensures their security, safety and wellbeing.

Members who only undertake doggy day care facilities/establishments/centres must not accommodate dogs overnight unless the facility/establishment/centre is licensed as a registered boarding facility which allows for overnight accommodation of animals. The facility must have current insurance in place for this purpose.

- Vehicles, caravans, portable crates and the crawl space under any dwelling must not be used as permanent housing for any animal.
- All facilities must display emergency evacuation procedures in and near animal housing facilities in the facility/establishment/centre. This may be near the front door of a place of residence or near the kennelling areas.
- Boarding and doggy day care facilities/establishments/centres must have a continuous water supply, adequate to meet the daily requirements of the animals held.
- Boarding and doggy day care facilities/establishments/centres must be designed, constructed, serviced and maintained in a way that provides for the good health and wellbeing of the animals; which prevents the transmission of infectious disease agents, and the escape of animals, and does not cause injury to either animals or humans.
- When dog housing is constructed outdoors the minimum height of fencing for each enclosure/pen must be no less than 1800 mm.
- When dog housing is constructed outdoors in boarding establishments/facilities/centres, animals must be provided with protection from rain and wind, direct sunlight or other adverse weather conditions and must be provided with a clean, dry dedicated sleeping area raised off the ground and containing soft warm bedding material.
- In hot weather where outdoor facilities alone do not stop animals becoming heat stressed, microclimate management must be instituted (e.g. wetting animals to cool them, wetting kennel roofs, sprays).
- In cold weather where outdoor facilities alone do not stop animals becoming cold and stressed, microclimate management must be instituted (e.g. additional bedding coats, heating).
- Materials used in outdoor dog housing must be weatherproof and selected for ease of cleaning, durability and nontoxicity.
- Where dog housing is constructed indoors but not inside a place of residence (e.g. a kennel building) natural daylight during daylight hours must be provided and temperature, humidity and ventilation must be managed.
- When forced ventilation is the only form of air intake and extraction, the temperature must be maintained in the range of 15 to 27 degrees Celsius. The systems' air reticulation units must incorporate effective air cleaning and filtration and a backup alarm system in case of power failures or breakdown. All systems must be well serviced and maintained.
- Ventilation areas must be adequate to keep dog housing areas free of dampness, noxious odours and draughts.
- Fully enclosed dog housing must have an air change rate of 8 to 12 changes per hour to prevent the build-up of foul odours. Ventilation devices must avoid draughts and distribute fresh air evenly to all of the housing areas.
- Where a facility/establishment/centre houses both dogs and cats, cat housing must be a sufficient distance or otherwise isolated from dog housing to minimise the stress created by the sound, sight or smell of dogs.
- Dog housing in PIAA boarding and doggy day care member facilities/establishments must meet the minimum pen/enclosure sizes outlined in these Standards & Guidelines for Best Practice.
- Dogs must not be exposed to extended contact with wet floors.

- Sleeping areas for dogs must have clean, hygienic, dry, soft bedding appropriate to the species and breed. Bedding must be sufficient for the number of animals held in each enclosure and must be sufficient to insulate them from the floor.
- Sleeping areas must be cleaned daily and disinfected weekly.

Drainage:

- Floors and walkways must be constructed to allow run off to be collected, solid wastes separated and liquid wastes to be disposed of according to license conditions. Pooling of water must be avoided.
- Indoor enclosures/pens must have individual drains to avoid transfer of disease and cross contamination.
- Drain grates should not allow animals' feet or claws to become trapped.

Dog kennel sizes for overnight boarding:

Size of dog	Height of dog at shoulder (cms)	Minimum floor area (m ²)	Minimum width (cms) **	Minimum height (cms)	Max no. dogs per kennel
Large	>80	2.90 Internal 3.65 external	120	180	2 dogs
Medium	50–80	2.90 Internal 3.65 External	110	180	3 dogs
Small	<50	2.90 Internal 3.65 External	90	180	4 dogs

**The minimum width is to ensure each room for pets will allow them to turn and lie down without restriction.

Dog Isolation Housing

- A designated isolation area within the facility/establishment/centre must be available for dogs suspected of illness or having infectious diseases. If the facility/establishment/centre does not have a dedicated isolation area, a written agreement with a veterinary practitioner must be in place for animals to be transferred to a veterinary hospital that can accommodate the animals.
- A documented and demonstrable biosecurity program must be in place for the isolation housing.
- Dogs suspected or known to be suffering from infectious diseases must be transferred directly to the isolation housing unless a veterinary practitioner has given written assurance that it is appropriate for those animals to be housed with other animals in the facility/establishment.

Group Housing

- Members who operate facilities/establishments/centres that allow group housing, must also provide single accommodation to ensure that animals who are stressed, aggressive or need time out are accommodated away from the group.
- Where animals are housed in groups (including in day care centres) sufficient supervision and facilities must be provided to ensure that animals are not bullied and have sufficient space and facilities to allow rest away from the group.
- Where a serious incompatibility to a group occurs, constant supervision must be provided until the facility/establishment/centre can be reasonably sure that animals are compatible.
- Dogs with a known history of aggression to humans or animals must not be housed in group housing.
- Dogs and cats, even from those from the same households, must not be housed together unless specialised facilities are available.
- Old, very young or frail animals are more prone to housing stress and must be carefully supervised in group housing.

Single Housing

- Facilities/establishments/centres must have sufficient single accommodation to enable animals who become stressed or need time out to be housed away from other animals in the facility.
- Where an animal becomes stressed in individual housing the person in charge must have systems in place to identify these animals and manage this situation where possible.

Guidelines

- Measures should be in place to protect dogs from loud or sudden noise.
- Noise from barking dogs should be managed to comply with noise regulations and work, health and safety requirements. Noise may be reduced by one or more of the following methods:
 - judicious use of sound proofing or suitable construction methods which reduce noise
 - care with dog placement to avoid unnecessary noise e.g. dog pens/enclosures constructed so that dogs cannot see other dogs between pen/enclosure walls and doors.
- Environmental temperature should be controlled to minimise distress to dogs including the provision of heating or cooling, particularly for old, young and pregnant animals if necessary. Particular attention should be given to protections to **brachycephalic breeds****, especially against heat.
- All facilities should have an adequate water supply and should be connected to a sewer system or on a septic system in accordance with the requirements of the local government authority, the relevant government department or other authorities.
- Faeces and waste materials should be disposed of in commercial disposal bins and not placed in the sewer or septic systems.

*****Brachycephalic means short-faced***

Dog Exercise Areas

Standards

- Exercise areas must be constructed to ensure that no animal can escape and must include shade areas so animals are protected from extremes of temperature.
- Outdoor exercise areas must have a perimeter fence of no less than 1800mm high unless the dogs are supervised by a staff member, in which case the fence must be no less than 1200mm.
- Exercise areas must be available for all dogs in the facility/establishment/centre and must be supervised to ensure that the animals contained within the exercise area are compatible.
- Dogs must not be exercised in any way which may pose the risk of serious injury e.g. dogs are attached to motor vehicle or unsupervised on a treadmill.
- Dogs must not be walked on public roads except for access to parks and walking areas.
- If dogs are tethered this must be done in accordance with the Prevention of Cruelty to Animals Act in the relevant state or territory.
- Puppies under 16 weeks of age must not be tethered.

Guidelines

- Outdoor exercise area should be constructed and the surface area should be grass or preferably covered with artificial grass.
- Suitable shade areas must be provided to cover one third of the exercise area.
- A permanent supply of clean drinking water is to be available in each exercise area.
- Measures should be in place to minimise the deterioration of exercise areas to bare earth.
- Indoor exercise areas should be constructed with impervious non-slip flooring with adequate drainage.
- Indoor exercise areas should be well ventilated and temperature controlled.
- Indoor exercise areas should have adjoining enclosed runs for animals being introduced to other animals in the exercise area.
- Toys, sand pits and other obstacles should be provided as part of the enrichment program, and playing with staff can be considered part of daily handling.
- Toys and washable enrichment items should be washed with hot soapy water when soiled and disinfected when being transferred between pens/enclosures/exercise areas.
- Dishwashers are suitable for disinfection at a temperature of 65 degrees Celsius or above using the appropriate dishwashing detergent in accordance with manufacturer's instructions.

Animal Management – Cats

Standards

- Each cat must be individually identified.
- Each cat must be individually housed except in the case of siblings or same household cats.
- **Group housing of cats must be avoided.** Cats from the same household may be housed together but must have extra supervision.
- Cats must be protected from distress or injury caused by interference by people.
- Measures must be implemented to protect cats from distress or injury caused by other animals.
- Cats may be distressed by the presence of other cats or dogs and must be housed in a manner that prevents visual contact and minimises or reduces olfactory contact.
- Cats must receive environmental enrichment recognising the physiological status and special needs of differing ages and breeds to ensure good psychological health.

Cat Housing

Standards

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

Vehicles, caravans, portable crates and the crawl space under any dwelling must not be used as permanent housing for cats.

All housing facilities must display emergency evacuation procedures in and near animal housing facilities in the facility/establishment. This may be near the front door of a place of residence or near the kennelling areas.

Boarding facilities/establishments/centres must have a continuous water supply, adequate to meet the daily requirements of the cats held.

- Boarding facilities/establishments/centres must be designed, constructed, serviced and maintained in a way that provides for the good health and wellbeing of the animals, which prevents the transmission of infectious disease agents and the escape of animals, and does not cause injury to either animals or humans.
- Where a facility/establishment/centre houses both dogs and cats, cat housing must be a sufficient distance or otherwise isolated from dog housing to minimise the stress created by the sound, sight or smell of dogs.
- Cat housing in PIAA boarding and doggy day care member facilities/establishments/centres must meet the minimum pen/enclosure sizes outlined in these Standards & Guidelines for Best Practice.
- Additional requirements for cats admitted to day care facilities/establishments/centres: see under Day Care Centres – Special Requirements in these Standards & Guidelines for Best Practice.
- Cats must not be exposed to extended contact with wet floors.
- Each cat must be provided with a suitable enclosed area where it can ‘hide’ from other animals and sleep.
- Sleeping areas for cats must have clean, hygienic, dry, soft bedding appropriate to the species and breed. Bedding must be sufficient for the number of animals held in each enclosure and must be sufficient to insulate them from the floor.
- Each cat must be provided with a litter tray which is at least 1.2 times the length of the cat. The tray must contain a sufficient depth of material e.g. commercial cat litter, sand, shredded paper, sawdust or shavings.
- Sleeping areas must be cleaned daily and disinfected weekly.
- Each cat must be provided with a separate bed or sufficient bedding material so that all animals can sleep comfortably at the same time.

Cat Isolation Housing

- A designated isolation area within the facility/establishment/centre must be available for cats suspected of illness or having infectious diseases. If the facility/establishment/centre does not have a dedicated isolation

area, a written agreement with a veterinary practitioner must be in place for animals to be transferred to a veterinary hospital that can accommodate the animals.

- A documented and demonstrable biosecurity program must be in place for the isolation housing.
- Animals suspected or known to be suffering from infectious diseases must be transferred directly to the isolation housing unless a veterinary practitioner has given written assurance that it is appropriate for those animals to be housed with other animals in the facility/establishment/centre.
- Cat isolation housing must be a sufficient distance or otherwise located away from dog enclosures to minimise the stress created by the sound sight or smell of dogs.

Minimum sizes for cat enclosures

Animal/s	Min. floor area (m ²)	Min height (cm)	Min. length (cm)	Min. width (cm)
Kittens* (+/- queen)	0.36	80*	60	60
Single Cat	0.36	80*	60	60
Cats (max 2)	0.36	80*	60	60
Socially compatible group housed in backyard or house	0.36 per animal with provisions made for vertical space			

***The module must contain at least 2 levels incorporating raised sleeping quarters. Access to all levels must be available through the provision of ramps, poles, steps or the like.**

Cat Exercise Areas

Standards

- Adequate exercise areas/rooms must be provided to enable cats to exercise and receive environmental enrichment outside of their enclosure.
- Exercise areas must be kept in good condition and be able to be cleaned and sanitised. Bare earth in grassed areas must be remediated as soon as practicable, keeping in mind climatic conditions.
- Cats must have sufficient space to stretch to full length, jump, climb and move freely.
- The enclosure must be constructed so as to prevent animals escaping and be in an area that is not close to dogs or other species.
- The animal must be allowed to exercise at least once a day and must not be mixed with other cats unless from the same household.
- Toys and other environmental equipment must be included in exercise areas.
- Cats must be supervised regularly when cats are in the exercise enclosure.

Guidelines

- Toys used in exercise sessions should be washed regularly to prevent transmission of disease.
- Environmental temperature should be controlled to minimise distress to cats including the provision of heating or cooling particularly for old, young and pregnant animals if necessary. Particular attention should be given to protections to **brachycephalic breeds****, especially against heat.

*****Brachycephalic means short-faced***

Day Care Centres – Special Requirements

Dogs

All day care facilities/establishments/centres must comply with the requirements of these Standards & Guidelines for Best Practice. The Special Requirements are additional functions that specifically apply to day care centres and must be complied with.

Members who only undertake doggy day care facilities/establishments/centres must not accommodate dogs overnight unless the facility/establishment/centre is licensed as a registered boarding facility which allows for overnight accommodation of animals. The facility must have current insurance in place for this purpose.

Day care facilities/establishments/centres must document all policies and procedures. These must be kept in a centrally located area of the reception area and available to all staff.

All day care facilities/establishments/centres must comply with all local, state, territory and commonwealth legislation and codes of practice for animals kept in day care centres. This may include individual local council laws, regulations and business registrations for animal care facilities. In the event of there being none of the above laws in place, PIAA member doggy day care centres must comply with these Standards & Guidelines for Best Practice.

Facility Design

- Provision of double doors or gates at each entry and exit point to each entrance into the off-leash play areas to minimise escapes.
- All fencing and walls of both indoor and outdoor spaces must be secure and minimise the risk of escape of dogs.
- Preferred floor surfaces or ground covering for outdoor facilities/establishments/centres is artificial turf.
- Sufficient play area space for the size of dogs to be placed in the playgroup. If possible large and small dogs should be placed in different spaces.
- The size and ages of dogs accepted into the playgroup.
- The capacity of the centre e.g. the number of dogs accepted into the facility/establishment/centre.
- Facilities for the number of staffing resources required to operate the facility/establishment/centre.

Off-Leash Play Safety Policy

The facility/establishment/centre must have a written off-leash safety policy outlining the policy for dog supervision, dog handling tools for off-leash dog play e.g. the use of dog collars in play, dog handling tools for safely moving dogs within the facility/establishment/centre, toys in playgroups, food in the play area with dogs. This policy outlines the requirements that must be met by the staff managing the supervision of dogs in the playgroup areas.

Dog Acceptance Policy

The facility/establishment/centre must have a written dog acceptance policy which outlines the conditions of admission for all dogs being admitted. **This includes any dogs that may not be accepted due to age, breed type or size.** This can also be dictated by the size of the facilities/establishments/centres, staff resources or the number of dogs that can be safely held in the facility/establishment/centre, whilst taking into account the emotional well-being of the dogs in addition to their physical health.

Evaluation Policy

A formal evaluation policy must be documented outlining the process of screening dogs prior to admission to an off-leash playgroup. The dogs must be assessed by a person trained in animal behaviour and using other dogs that are already known to be appropriate for off-leash playgroup environments.

Properly evaluating dogs prior to admission to the facility/establishment/centre must be undertaken to ensure each dog is suitable for the facility/establishment/centre's environment. This evaluation will determine if the new dog responds to group play and will ensure that existing dogs in care will respond appropriately to the new dog. The policy must include:

- All dogs must be evaluated prior to admittance into the facility/establishment/centre to ensure their suitability to a group play environment.
- De-sexing requirements, age requirements, breed restrictions (if any) and health requirements.
- Requirements dealing with 'fence jumpers' or escape artists.
- A definition of a dog having to have a 'good fit' with other dogs in the play group, who is comfortable with other dogs in a room or outdoor area with other dogs, and that other dogs in the group will respond appropriately to him.
- Managing behaviours that indicate a dog is not comfortable or a good fit for the facility/establishment/centre.
- If the facility/establishment/centre policy allows dogs demonstrating aggressive tendencies to be admitted to the facility/establishment/centre, these dogs must only be admitted if they are housed and exercised separately away from other animals.
- Facilities/establishments/centres must have facilities available to house problem dogs separately and away from other dogs.
- Newly admitted dogs must be placed in an introductory run next to the main enclosures for assessment prior to being placed in group enclosures.

Indoor Facilities

- Material selection for wall covering, fencing and divider panels must be strong enough for the body-slaming playstyles of large dogs, and easily cleaned and disinfected. There must be no rough or sharp edges that could cut into the dog's skin.
- Flooring of facility/establishment/centre must be impervious, washable and non-slip (a cushioned surface such as impenetrable rubber is preferred).
- Sanitation of the floors, walls and drainage systems must be completed using floor scrubbing machines, wet vac systems, sprayer-sanitising systems or by hand mops and power spray systems. The use of these systems must be well documented in the facility/establishment/centre's policies and procedures to ensure their correct use by staff.
- Temperature, humidity and ventilation must be considered. Ventilation must be adequate to keep animal housing areas free of dampness, noxious odours and draughts.
- Designed areas for dogs to eliminate and defecate are recommended for all areas and must be cleaned and disinfected daily.
- Faeces must be removed as soon as possible.
- Cage or pen areas must have an ample supply of fresh air.
- In totally enclosed buildings where forced ventilation is the only form of air movement, the following is required:
 - An air change rate of 8 to 12 changes per hour to prevent the build-up of foul odours
 - Ventilation devices must avoid draughts and distribute fresh air evenly to all of the boarding areas.
 - Temperature must be maintained in the range of 15 to 27 degrees Celsius.
 - Air recirculation units must incorporate effective air cleaning and filtration to ensure odour control and the removal of infectious organisms and chemicals
 - A back-up and alarm system in case of power failures or breakdown of ventilation and temperature control mechanisms
- Where enclosures are separated by physical barrier (i.e. different room) a staff member must be in visual and audible range of animals in each enclosure at all times.

Staff numbers and animals per enclosure at facility must at least meet the requirements of the Table 2 below.

Outdoor Facilities

- Outdoor exercise areas must be well maintained, not muddy or bare and dusty.
- Health and hygiene of both animals and humans must be taken into consideration.
 - Boundary perimeter fencing must be a minimum height of 1800mm and must be constructed of:
 - Brick, concrete, timber, iron or similar solid material
 - Chain mesh manufactured from 3.15mm wire to form a uniform 50mm mesh or 4 mm weld mesh wire with a maximum mesh spacing of 50mm
 - Must be maintained in a manner which prevents a dog from being able to dig out
 - Must be designed to prevent children from climbing into the enclosure
 - An indoor facility must be provided for use in inclement weather which is sufficient for the number of dogs boarded at the day care centre

Exercise areas

- Must comply with the fencing requirements (both internal and external) shown in Table 1 and must be in such condition that they prevent injury.
- Fencing between enclosures (both internal and external) must prevent dogs from escaping from one enclosure to another and must be in such condition that they prevent injury.

Table 1: Enclosure size and dog numbers per enclosure

	Min. width (m)	Min. height* (m)	Min. floor area for 1 dog (m ²)	Additional space per dog	Max no. dogs per enclosure	Max no. large dogs per enclosure
Exercise areas	2	1.2	6	3.5	17	8
Rest areas	2	1.2	4	2	2	5

* applies to internal fences only

- For example, if a total of 17 dogs are kept in an enclosure, only 8 can be large dogs and the enclosure would need to be at least 66 m² in size.
- Suitable rest areas must be provided (as per above table) where more than 6 dogs are being boarded at any one time. Rest areas are not to be included as parts of the enclosure floor area but are in addition to minimum requirements for enclosure size. For example, if 17 dogs are being housed a minimum enclosure of 66 m² must be provided plus the rest area (as per above table).
- An area suitable to isolate animals must be provided, which is physically separated from other animal housing areas and caters for the animal's welfare. Animals may only be housed in such areas for short periods to allow them to be claimed by owner or transport arranged for animal to vet.

Play Equipment and Environmental Enrichment

- Play equipment must be durable and safe for dogs and easily cleaned and disinfected.
- Toys used in exercise areas must be washed and disinfected weekly.
- An inventory of all toys used in off-leash areas must be kept and toys checked for broken pieces, sharp edges and any other damage.
- Clearly defined inventory management on the number and types of toys used in the exercise areas must be documented.

Staff

- Staff must have training in dog management including dog behaviour and basic body language to enable them to safely interact with and handle unknown dogs. Body language includes posture, ear and tail positions, facial expressions, emotional states, stress signals, warning signals and resource guarding.
- Staff training and qualifications must be documented in individual staff records.
- Staff must know common breed types, their individual behaviour traits and how they react to people and new environments.
- Staff must be trained and understand group dog play before they are put in a position of monitoring and supervising group play.
- Staff must be trained in the use of fitting various collars and harnesses and the process of loose leash walking.
- Staff must be familiar with common dog health conditions and illnesses.
- Staff should have basic knowledge of human and dog first aid.
- Staff should have a thorough understanding of WHS requirements as discussed earlier in these standards and guidelines.

Supervision

Staff ratios – animals to staff per enclosure at facility/establishment/centre must at least meet the requirements shown in Table 3 below.

Table 2: Dog & enclosure ratio per staff member

No. of dogs at facility	Min. no. of staff	Max. no. of dogs per exercise area per min. no. staff
1–10	1	6
11–20	2	12
31–40	3	17
For every 10 dogs over 40	Add 1 extra staff member	17

- For example, if there is one staff member at the facility there can be no more than 10 dogs held and they must be separated into at least 3 separate enclosures with no more than 6 dogs per enclosure.
- At least one staff member must be on call to come in and assist where necessary. It is recommended that if more than 10 dogs are booked in for a day, an extra staff member is present, particularly during main check in and check out times.
- At least two staff members must be present when introducing a new dog to the group play area – one to supervise the entry of the new dog and one or more to manage the dogs already in the play area.
- Where enclosures are separated by physical barrier (i.e. different room) a staff member must be in visual and audible range of animals in each enclosure at all times.

Cats

- Member facilities/establishments/centres who admit cats for day care must house cats in enclosures specifically designed to accommodate cats and must be physically separated by an impervious barrier from dog facilities.
- Cats taken into day care must be housed in a separate cat area that meets all requirements for cat holding areas.
- **Members who only undertake day care facilities/establishments/centres must not accommodate cats overnight unless the facility/establishment/centre is licensed as a registered boarding facility which allows for overnight accommodation of animals. The facility must have current insurance in place for this purpose.**
- Adequate exercise areas/rooms must be provided to enable cats to exercise and receive environmental enrichment outside of their enclosure.
- Exercise areas must be kept in good condition and be able to be cleaned and sanitised. Bare earth in grassed areas must be remediated as soon as practicable, keeping in mind climatic conditions.
- Cats must have sufficient space to stretch to full length, jump, climb and move freely.
- The enclosure must be constructed so as to prevent animals escaping and be in an area that is not close to dogs or other species.
- The animal must be allowed to exercise at least once a day and must not be mixed with other cats unless from the same household.
- Toys and other environmental equipment must be included in exercise areas.
- Cats must be supervised regularly when in the exercise enclosure.

Birds, Ornamental Fish, Rabbits, Guinea Pigs, Rats, Mice, Reptiles & Amphibians

- All of the above species must be kept in separate areas of the facility/establishment/centre so as not to become stressed by dogs or cats housed in the facility/establishment/centre.
- Each individual specie must be housed in appropriate enclosures (this may be the container/enclosure in which they are admitted).
- Individual species must be kept in environmental conditions specific to their species e.g.: temperature control, lighting, heating.
- Animal attendants for each of the above species must be trained and experienced in handling these animals and competent in handling and feeding of each individual species.

Birds – Special Requirements

Housing Standards

- Birds must be contained in a portable enclosure that meets all local, state, territory and commonwealth legislation and codes of practice that apply to birds and supplied by the owner.
- Hand-reared birds must be fully feathered.
- Birds must only be handled by trained or experienced staff.
- Birds showing signs of illness must be attended to immediately and separated from other birds.
- Birds must be fed a balanced and complete diet that allows them to maintain good health.
- Birds must be fed with the appropriate food supplied by the owner.
- Advice from the owner should be sought and recorded regarding additional feeding such as fresh fruit and greens.
- Environmental enrichment must include the provision of cuttlefish, toys or other enrichment devices by the owner.
- Recording of the veterinary practitioner who cares for the bird/s must be kept in the event of the bird becoming ill.

Guidelines

- Birds should be housed in a separate room, in a separate part of the boarding facility/establishment/centre 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.
- 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 of droppings
 - changes in food or water consumption
 - changes in attitude or behaviour e.g. inability to fly
 - changes in appearance or posture, ruffled feathers, tail pumping
 - changes in weight
 - enlargements or swelling
 - regurgitation, injury, sores, bleeding or lameness
 - discharge from nostrils, eyes or beak
 - excessive loss of feathers
 - overgrown beak or nails
 - stains or scabs around feet, eyes or nostrils.

- The person in charge of the facility and/or their staff should be aware of any responsibilities under wildlife licensing systems in relevant states and territories.

Ornamental Fish – Special Requirements

Standards

- Where fish are cared for by facilities/establishments/centres they must be admitted to the facility in their owner's aquarium or tank.
- All local, state, territory and commonwealth legislation and codes of practice that apply to the keeping of fish must be complied with by facility/boarding establishments in their respective state or territory.
- Fish tanks must be protected from adverse environmental extremes and housed in suitable areas of the facility/establishment away from other species.
- Water chemistry must be checked regularly and appropriate measures taken to correct any imbalance on specific advice from the owner if required.
- Fish must be fed according to the instructions of the owner, with food provided by the owner.
- 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.

Deceased aquatic animals must be disposed of in a manner that does not cause spread of disease or contamination of natural waterways or storm water. These animals must be disposed of in garbage which is used in landfill.

Rabbits, Guinea Pigs, Rats, Mice and Ferrets – Special Requirements

All local, state, territory and commonwealth legislation and codes of practice that apply to rabbits, guinea pigs, rats, mice and ferrets must be complied with by boarding facilities/establishments/centres in their respective state or territory. In the event of there being no local, state, territory or commonwealth legislation or codes of practice, PIAA member boarding facilities must comply with these Standards & Guidelines for Best Practice.

NOTE: IT IS ILLEGAL TO KEEP RABBITS AND FERRETS AS PETS IN QUEENSLAND

Standards

- Enclosures must be designed to ensure the well-being of the animals, to prevent escape and prevent access by unauthorised persons or animals.
- These animals must be housed in an area which is not subjected to draughts, avoids exposure to bright lights and maintained at an appropriate temperature.
- Animals must be fed a balanced diet with food provided by the owner on admission to the establishment.
- Water must be constantly available and supplied in suitable containers.
- Animals should be checked regularly for any signs of illness or disease.
- Ferrets require adequate handling and socialisation by experienced animal attendants.
- Ferrets must be vaccinated to the recommended schedule prior to admission into the facility/establishment.

Guidelines

- The name of a veterinary practitioner who has knowledge of reptiles and amphibians must be supplied by the owner when the animals enter the establishment.
- Where guinea pigs, rats, mice and ferrets are cared for by boarding facilities/establishments/centres, they should be admitted to the facility in their owner's enclosure unless the facility/establishment/centre has appropriate accommodation for these animals.
- Sufficient environmental enrichment should be provided in enclosures to ensure the welfare of the animals kept.

Reptiles & Amphibians – Special Requirements

Standards

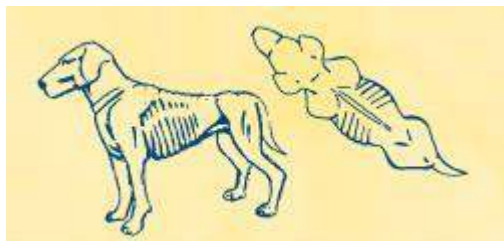
- Where reptiles and amphibians are cared for by boarding facilities/establishments they must be admitted to the facility in their owner's aquarium or tank and must be lockable and tamper proof.
- All local, state, territory and commonwealth legislation and codes of practice that apply to the keeping of reptiles and amphibians must be complied with by boarding facilities/establishments in their respective state or territory.
- Tanks and enclosures must be protected from adverse environmental extremes and housed in suitable areas of the facility/establishment away from other species.
- The person in charge or at least one staff member must be knowledgeable in the care of the species being cared for.
- The wildlife being accommodated must be owned by a licensed owner.
- Reptiles/amphibians are very sensitive to vibration and noise, and enclosures must be positioned to minimise vibration and disturbance.
- All reptiles/amphibians require external sources of heat to maintain body temperature.
- Reptiles must be kept at a suitable temperature for proper food digestion.
- Amphibians require continuous sources of water to maintain hydration.
- Fresh water must be available at all times in suitable containers.
- Reptiles and amphibians must be fed appropriate food provided by the owner.

Guidelines

- The name of a veterinary practitioner who has knowledge of reptiles and amphibians must be supplied by the owner when the animals enter the establishment.
- Avoid placing enclosures in direct sunlight as sunlight through glass may cause overheating.
- Some species require water misting to allow skin absorption of moisture.

Appendix 1: DOG CONDITION SCORE CHART

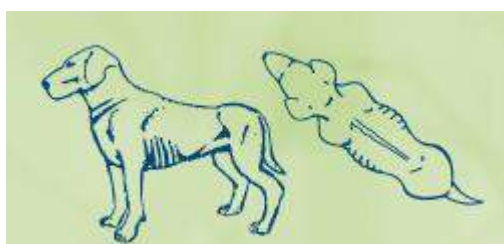
Emaciated



- Individual ribs, spine and pelvis prominent and evident from a distance.
- Lack of muscle mass.
- Little or no body fat.
- Rump hollow.
- Waist prominent when viewed from above.
- Abdomen obviously tucked up.
- Neck thin.
- No fat on tail.

Veterinary advice must be sought.

Thin

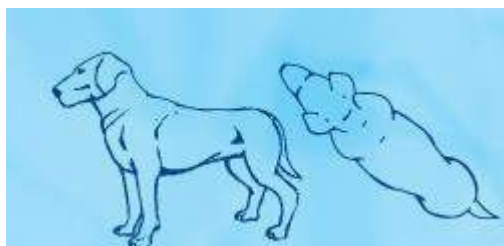


- Ribs, spine and pelvis bones visible and easily felt.
- Little body fat.
- Neck thin.
- Abdomen tucked up.
- Little fat on tail.
- Obvious waist when viewed from above.

Increase feeding and worm dog if not wormed recently. (ensure all-wormer used – some products do not cover all worms).

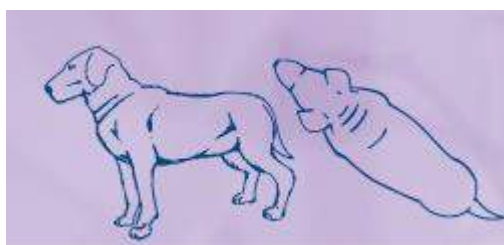
Seek veterinary advice if dog remains underweight, or unsure of feeding or worming regime.

Ideal



- Ribs and spine can be felt, last few ribs may be visible.
- Dog should have a waist when viewed from above.
- Belly is tucked up when viewed from side.
- Good muscle mass.
- Rump well muscled.

Overweight



- Ribs and spine not visible but can be felt.
- Fat deposit on tail.
- Little or no waist when viewed from above, rounded appearance, back appears broadened.
- Dog squarish along back line when viewed from side.
- Abdomen not tucked up, may appear rounded underneath.

Reduce food intake or provide lower calorie feed. Increase exercise.

Seek veterinary advice if unsure of appropriate diet or concerns over exercise regime.

Obese

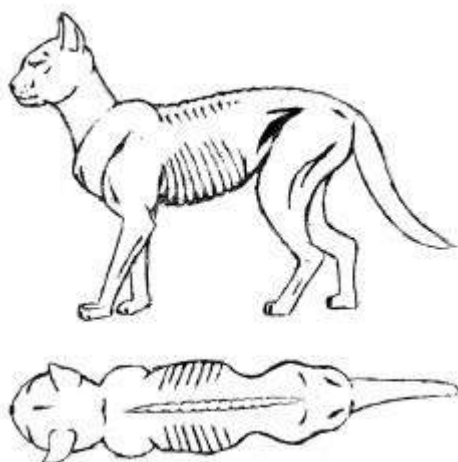


- Ribs and spine not visible and difficult to feel.
- Tail has obvious fat deposit.
- No waist and back broadened when viewed from above.
- Belly obviously rounded and possibly distended.
- Dog square or rounded up along back line when viewed from side.

Seek veterinary advice on diet and exercise regime.

Appendix 2: CAT CONDITION SCORE CHART

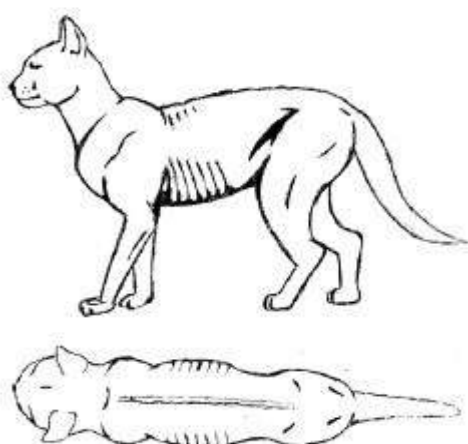
Emaciated



- Individual ribs, spine and pelvis prominent and evident from a distance
- Lack of muscle mass
- Little or no body fat
- Rump hollow
- Waist prominent when viewed from above
- Neck thin
- No flank fold (under belly), abdomen very tucked up

Veterinary advice must be sought.

Thin

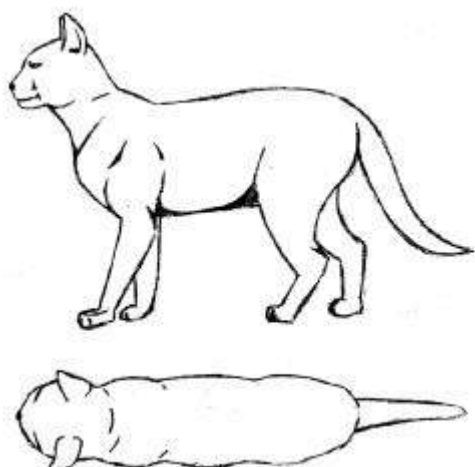


- Ribs, spine and pelvis bones visible and easily felt
- Little body fat
- Neck thin
- No flank fold (under belly), abdomen tucked up
- Obvious waist when viewed from above

Increase feeding and worm cat if not wormed recently (ensure all-wormer used – some products do not cover all worms).

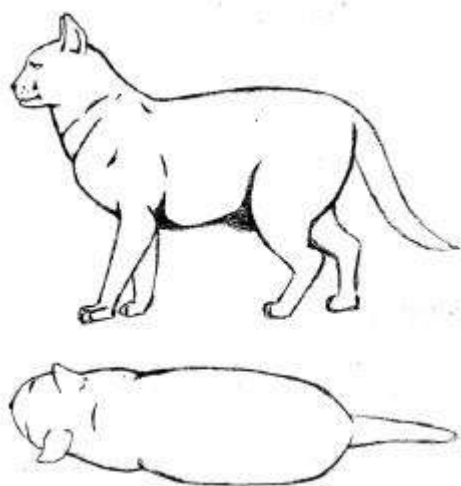
Seek veterinary advice if cat remains underweight, or unsure of feeding or worming regime.

Ideal



- Ribs and spine can be felt, last few ribs may be visible
- Flank fold (under belly) may be visible from side
- Cat should have a waist when viewed from top
- Good muscle mass

Overweight

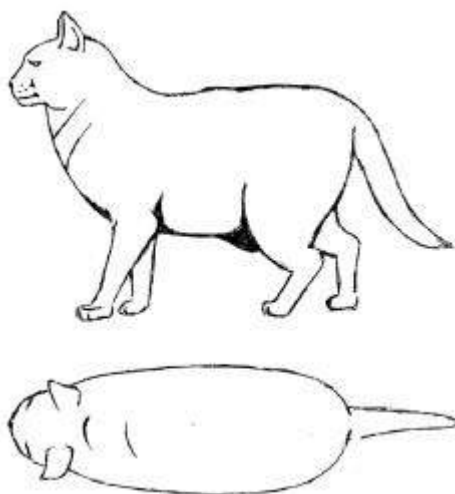


- Ribs and spine not visible but can be felt
- Little or no waist when viewed from above, rounded appearance
- Flank fold (under belly) clearly visible and will wobble when cat moves. Belly and chest rounded
- Large ventral fat pad covering hind legs

Reduce feed intake or provide lower calorie feed.

Consider options to increase exercise level of cat.

Obese



- Ribs and spine not visible and difficult to feel
- Tail has obvious fat deposit
- No waist and back broadened when viewed from above
- Flank fold (under belly) hangs down and will sway when cat moves, belly and chest very rounded

Seek veterinary advice on diet and exercise regime.

Appendix 3: PIAA Veterinary Report



PET INDUSTRY ASSOCIATION

Boarding Kennels, Day Care Facilities VETERINARY REPORT

It is a requirement that the Boarding Kennel and Day Care Facilities comply with all relevant State Legislation and Codes of Practice in their State/Territory for the welfare of pets in their care.

Information contained in this report will be held by the Pet Industry Association of Australia and will not be released to any third party or used for any other purpose. Send Original to PIAA OFFICE & retain a copy for file.

Report details	
Report Date:	
Boarding Kennel/Day Care Facility Business Name:	Veterinary Practitioner:
Address:	Address:
Phone: Fax: Email: Website:	Phone: Fax: Email: Website:

Notes for Veterinarians

Thank you for agreeing to participate in the PIAA's Approved Boarding Kennel and Day Care Facility Scheme to help address community expectations on establishments and operating businesses.

Your role is to visit the Boarding Kennel/Day Care facility and report on whether, in your opinion, the standards in place are satisfactory to ensure the health and wellbeing of all pets within the care of the inspected operation.

You are not expected to certify compliance with State Codes of Practice or other legal requirements – you are simply providing your expert advice to the Boarding Kennel/Day Care Facility on whether their facility is satisfactory from your perspective.

Please assess the facility based on the areas listed below, and confirm whether it is satisfactory or improvements are required by ticking the appropriate boxes. Where improvements are required, please make your recommendations in the comments section at the end. You will need to visit the facility again with the Boarding Kennel/Day Care Facility permission to ensure your recommendations have been implemented.

Once you have completed your final report, the Boarding Kennel/Day Care Facility will submit it to the PIAA and retain a copy for their own record so that the Boarding Kennel/Day Care Facility can qualify as compliant with the PIAA membership standards.

If you have any questions or concerns about this report, please contact the PIAA on 02 9659 5811 or info@piaa.net.au

REPORT AREA	FACILITY CHECKLIST (to be completed by the breeder)	VETERINARIAN'S CHECK
1.0 COMPLIANCE My facility is compliant with my relevant State Legislation and Code of Practice or failing that the National Code of Practice.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> N/A
2.0 FACILITY & GROUNDS Kennel structures are in good repair.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
3.0 WORK AREAS & FOOD PREPARATION Animal food preparation area is neat and clean. Food is stored in appropriate containers and labelled accordingly.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
4.0 ANIMAL MEDICATION Any animal medications are stored appropriately and where necessary have an appropriate veterinary prescription label attached.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
5.0 FIRST AID (HUMAN) First aid kit is easily accessible and can be located by all staff.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
5.1 ENVIRONMENTAL CONTROL Boarding Kennel and Day Care facilities must be designed, constructed, serviced and maintained in a way that provides for the good health and well-being of the animals. Animals must be provided protection from rain, wind, direct sunlight or other adverse weather conditions. Primary enclosures are sturdy, impervious to moisture and do not injure the animal or humans.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
5.2 Animal sleeping areas must remain clean, dry and sufficiently insulated from the floor, with suitable bedding appropriate to the breed or species.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.

<p>5.3</p> <p>Kennel interiors are adequately lit and easily visible during daylight hours and easily visible for after-dark emergencies or identification of distressed animals.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>6.0 SANITISATION</p> <p>Written policies are in place to ensure occupied enclosures are cleaned and sanitized daily. Excretory and waste odours are managed at all times.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>6.1</p> <p>Animal waste is removed as required to minimise contamination & odour minimisation.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>6.2</p> <p>Animals are kept dry and protected during enclosure cleaning.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
<p>6.3</p> <p>Water receptacles and feed bowls are clean and fresh on inspection. Written policies are in place for daily cleaning and refilling.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>7.0 FIRE AND ELECTRICAL SAFETY</p> <p>If kennels are free standing and separate from the home they should have fire equipment on hand and smoke detectors.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>7.1</p> <p>An evacuation plan should be in place.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>8.0 KENNELS</p> <p>Primary dog enclosures enable dog to stand, turn around comfortably and lie with limbs extended and/or complies with the relevant state codes of practice.</p>	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A

8.1 Exercise areas and runs allow for all dogs to trot.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
8.2 Isolation facilities should be isolated from all other dogs to ensure that the introduction of disease to other pets in care is minimised.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> N/A	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
8.3 Primary enclosure materials are sturdy, impervious to moisture and do not injure the animal.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> N/A	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
9.0 COMMUNITY PLAYTIME Procedures in place for community playtime and human socialisation.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
10.0 RECORD KEEPING Records should be kept for each individual pet including date of birth, vaccinations, regular weights, medications, client contact details etc.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.

Pollution Solutions

COMMERCIAL BOARDING KENNELS

JULY 2000



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EXPLANATORY NOTES FOR OPERATOR'S ENVIRONMENTAL GUIDE (OEG)

Purpose of the OEG

The *Environmental Protection Act 1994* states 'A person must not carry out an activity that causes, or is likely to cause, environmental harm unless the person takes all reasonable and practicable measures to prevent or minimise the harm (the "general environmental duty")'. This clause applies to all persons in Queensland.

Under the *Environmental Protection Act 1994* and *Integrated Planning Act 1997* Local Government licenses and approves businesses that have the potential to cause environmental harm – Environmentally Relevant Activities (ERAs). Commercial Boarding Kennels are listed in the *Environmental Protection Regulation 1998* as level 2 ERAs.

All ERAs must have a development permit and/or an environmental authority (approval) which lists the conditions of operation to prevent pollution. However, setting these conditions is only part of the story. Businesses should know how to meet these conditions (compliance) and to go beyond them (best practice).

This Operator's Environmental Guide (OEG) – *Pollution Solutions for Commercial Boarding Kennels* - has been developed to assist kennel operators achieve their general environmental duty as above. That is, to achieve compliance with the *Environmental Protection Act 1994* and progress towards best practice environmental management.

The OEG was developed jointly by the Brisbane City Council and representatives of the commercial boarding kennel industry.

Limitations of the OEG

Council has written this OEG as a guide only. It does not form part of the approval conditions. Complying with this document does not necessarily exempt the operator from prosecution or ensure compliance with the *Environmental Protection Act 1994*, Regulation and Policies (Air, Water, Noise and Interim Waste).

Approvals may contain conditions which vary from the requirements in the OEG. These are often included because of the site specific requirements or because of the nature of the activity. Whether your operational performance meets the conditions of your development permit and/or environmental authority (approval) will be the main determinant of compliance.

The control measures in the OEG are recommendations only. **It remains the responsibility of each operator and employee of the business to satisfy the general environmental duty applicable to that business.** You should carefully consider the information in this OEG and put in place measures that may help to achieve this objective.

This OEG represents accepted commercial boarding kennel industry practice at the time of issue and is therefore subject to change. Please note the date recorded on the front.



How to use the OEG

This OEG is based on three central concepts. These are explained below and each operational process is defined according to these concepts.

Environmental Outcomes

are outcomes or goals that Council considers important to achieve if the environment is to be protected.

The Environmental Outcomes are highlighted in bold text. You should try to satisfy the general environmental duty. The environmental outcomes in the OEG, however, do not ensure that this duty is achieved and should be considered in conjunction with your development permit and/or approval conditions.

Compliance

means the control measures that Council recommends as the minimum required to meet the environmental outcome for the commercial boarding kennel industry.


In some cases, a number of compliance control measures may be listed for one process. In these cases, you are advised to aim for the control measure or combination of control measures that is most likely to achieve the environmental outcome for that process.

Alternatively, you may be able to meet an environmental outcome in a manner that is not listed in this OEG. It is recommended that in these instances the alternatives be discussed with a Council Officer before being implemented.

Although this guide lists some solutions, Council encourages operators to develop alternative ideas or innovations that are consistent with environmental outcomes and other relevant requirements.



Best practice

means the control measures that are considered to be above the minimum requirements. They are not compulsory. Best practice incorporates concepts such as cleaner production, waste minimisation, recycling and reuse. Use of best practice control measures may help to improve industry standards and progress towards best practice in the industry. Best practice measures are marked with a  in the text.

In some cases, a business may be required to use a best practice control measure, rather than compliance, if an authorised officer believes that it is necessary to achieve an environmental outcome.

The best practice options listed are not fully inclusive; they only indicate what options may be available. Other best practice options not listed in this OEG may be used.

Importantly, this OEG takes into account changing industry standards, technology improvements, and scientific knowledge and community expectations.



ENVIRONMENTAL DUTY

Develop environmental commitment and sound environmental performance

- Develop a commitment to being good neighbours and to preventing or minimising pollution.
- Ensure all staff are aware of the development permit and/or licence conditions and the relevant methods and procedures contained in this OEG.



Develop an environmental management system (EMS) specifically for your business.



Involve staff in developing environmental management procedures.



Ensure all staff are trained in the environmental management of the business.



ENVIRONMENTAL MANAGEMENT

Implement environmental policies and practices

- The object of the *Environmental Protection Act 1994* is to protect Queensland's environment while allowing for development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends (ecologically sustainable development).

Environmental Management Program (EMP)

Achieve compliance for non-conforming activities

- Operators who are currently unable to comply with the requirements of approval conditions and the OEG may be required to submit an EMP for approval.
- An EMP is a binding agreement between your business and Council that sets out the areas where your business needs to improve to achieve compliance, and the time frame to achieve them. This allows you to operate your business although you may not fully comply, as long as Council has a firm arrangement with you to rectify problem areas in a mutually agreed time.

Environmental Management System (EMS)

Maintain compliance with approval conditions and implement best practices



Develop an EMS to ensure environmental performance and compliance with approval conditions and the OEG. An EMS provides a systematic method for meeting environmental outcomes, approval conditions and the ways or procedures for meeting and exceeding compliance. It allows for:

- better practices
- monitoring of, and reporting on, performance
- training of staff
- keeping of relevant records
- complaint response
- emergency and incident response.



Plan to protect your environment and reduce your business risks.



An EMS addresses noise, air quality, waste and any other relevant environmental issues associated with processes that could reasonably pose a significant risk to the environment, if not appropriately controlled, monitored and/or managed.

- For low risk activities, the EMS should be kept concise with control measures, checklists and records (e.g. development permit, waste disposal) maintained.
- In higher risk activities, approval conditions and procedures generally require more detail in an EMS. In some cases, preparation by an environmental consultant is recommended.
- The basic objectives are to increase business performance and reduce environmental risks through good management practices. Key components in the EMS include:
 - monitoring and reporting
 - records
 - training of employees
 - complaint response
 - emergency and incident responses.





ANIMAL HOUSING PROCESSES AND MANAGEMENT

Housing Cleaning and Maintenance

Protect animal welfare and community amenity

- Keep kennels well maintained and well ventilated to reduce odour and to prevent the spread of respiratory infections (e.g. canine cough).
- Clean kennels regularly to prevent odour generation.

Protect soil, water quality and minimise the potential for odour generation

- Remove solid dog wastes (stools) prior to washing the kennel floors unless appropriate plumbing has been installed. Store the solid waste undercover to protect stormwater quality. Dispose of by an approved waste removalist.
- Discharge solid wastes to the sewerage system only where a Flushing Rim Floor Waste system, or equivalent, has been installed, to allow uninterrupted discharge. This **system may require approval** from the Council and must be listed under the conditions of a Trade Waste Permit.
- Wastewater used for hosing out the kennels must be directed to the sewer, where sewer connection is available. This water may contain detergents and disinfectants and requires a Trade Waste Permit.
- Where there is no sewer connection, collect kennel-cleaning waste via a drainage system and contain in a holding tank. A licensed waste removalist must dispose of the waste.
- If the kennels are cleaned with water only, and no hazardous chemicals (e.g. pesticides), cleaning waste may be applied to land via infiltration trenches where approval has been obtained from Council. A buffer zone of 30 m must be maintained between discharge points and any waterways, creeks or wetlands.
- A licensed waste removalist must dispose of hazardous regulated wastes (e.g. pesticides and other chemicals such as those listed in Appendix 2).
- Remove excess food scraps from the kennel area to avoid flies or vermin.
-  Minimise the volume of disinfectants used so that there is no discharge from the kennel areas. Low volume liquid sprays are the most suitable.
- Chemicals (e.g. dog wash, disinfectants and veterinary products) must be stored securely to prevent spills or release to the environment.
-  Choose disinfectants and detergents that are biodegradable and phosphate free.



Animal Cleaning, Feeding and Exercise

Protect soil and water quality



Choose biodegradable and low phosphate dog-wash products. Avoid using persistent pesticides such as organophosphorus compounds (e.g. malathion or chlorpyrifos). Synthetic pyrethroids are less persistent (e.g. permethrin).

- Dog wash (e.g. hydrobaths) must not be discharged to stormwater (i.e. do not drain to gutter). Either collect wastewater for appropriate disposal or discharge directly to the sewer under the conditions of a Trade Waste Permit. Wastewater should not be applied to land unless treated (e.g. biological treatment ponds) and approved by Council.
- Store dog feed in vermin proof containers.

Prevent nuisance and unreasonable noise

- Restrict dog feeding, cleaning, grooming and exercising to between **7am and 6pm**. This will minimise noise disturbance.
- Never hold or keep dogs outside the kennel building, including the kennel complex. Construct kennel runs or the communal yard of dog proof wire mesh fencing to at least 2 metres high.
- Site exercise runs or pens away from other kennel areas, neighbouring boundaries and visual stimuli, and supervise any activity.
- Never exercise dogs off-site.

Animal Housing

Prevent nuisance and unreasonable noise

- Construct kennels of brick, masonry or other similar sound suppressant materials. Provide a fenced enclosure. Kennel accommodation and run areas must have concrete floors with a smooth finish to facilitate cleaning. Design the drainage to control stormwater.
- House dogs within the kennel accommodation between 6pm to 7am of every day.
- Disconnect outdoor bells and signalling devices when dogs are bedded down. This will avoid barking episodes.




Kennels should visually screen stimuli such as other animals, traffic, passers-by and adjoining properties. This may also assist in providing noise barriers for noise sensitive areas.





Site Management

Prevent nuisance and unreasonable noise

- Access to kennels must be restricted to staff only, at the discretion of the kennel proprietor.
-  A viewing platform should be constructed, or photographs of the kennel kept in the reception area as an alternative to allowing customers into the kennel buildings. This minimises disturbance to animals.

Protect community and visitor amenity

-  Limit vehicle movement to normal work hours. Have reception areas screened and separated from kennels.
-  Locate car parking as close to the reception area as possible. Do not use reception areas for any other purposes (e.g. exercising of dogs).

Prevent contamination of soil, stormwater and waterways

- Control stormwater entering and leaving kennels or animal accommodation or other areas where it may become contaminated with animal faecal matter, food or cleaning products (detergents, disinfectants, and pesticides) so that it does not contaminate the surrounding soil, stormwater or waterways.

MANAGING NOISE AND PREVENTING HEARING LOSS AT WORK

Code of Practice

SEPTEMBER 2015



safe work australia



Safe Work Australia is an Australian Government statutory agency established in 2009. Safe Work Australia consists of representatives of the Commonwealth, state and territory governments, the Australian Council of Trade Unions, the Australian Chamber of Commerce and Industry and the Australian Industry Group.

Safe Work Australia works with the Commonwealth, state and territory governments to improve work health and safety and workers' compensation arrangements. Safe Work Australia is a national policy body, not a regulator of work health and safety. The Commonwealth, states and territories have responsibility for regulating and enforcing work health and safety laws in their jurisdiction.

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FOREWORD

This Code of Practice for managing noise and preventing hearing loss at work is an approved code of practice under section 274 of the *Work Health and Safety Act* (the WHS Act).

An approved code of practice is a practical guide to achieving the standards of health, safety and welfare required under the WHS Act and the Work Health and Safety Regulations (the WHS Regulations).

A code of practice applies to anyone who has a duty of care in the circumstances described in the code. In most cases, following an approved code of practice would achieve compliance with the health and safety duties in the WHS Act, in relation to the subject matter of the code. Like regulations, codes of practice deal with particular issues and do not cover all hazards or risks that may arise. The health and safety duties require duty holders to consider all risks associated with work, not only those for which regulations and codes of practice exist.

Codes of practice are admissible in court proceedings under the WHS Act and Regulations. Courts may regard a code of practice as evidence of what is known about a hazard, risk or control and may rely on the code in determining what is reasonably practicable in the circumstances to which the code relates.

Compliance with the WHS Act and Regulations may be achieved by following another method, such as a technical or an industry standard, if it provides an equivalent or higher standard of work health and safety than the code.

An inspector may refer to an approved code of practice when issuing an improvement or prohibition notice.

This Code of Practice has been developed by Safe Work Australia as a model code of practice under the Council of Australian Governments' *Inter-Governmental Agreement for Regulatory and Operational Reform in Occupational Health and Safety* for adoption by the Commonwealth, state and territory governments.

A draft of this Code of Practice was released for public consultation on 7 December 2010 and was endorsed by the Workplace Relations Ministers' Council on 10 August 2011.

SCOPE AND APPLICATION

This Code of Practice applies to all types of work and all workplaces covered by the WHS Act where there is the potential for exposure to noise that can contribute to hearing loss. It provides practical guidance to persons conducting a business or undertaking on how noise affects hearing, how to identify and assess exposure to noise and how to control health and safety risks arising from hazardous noise.

Although the WHS Regulations for noise are limited to managing the risks of hearing loss, the duties in the WHS Act extend to all health and safety risks arising from the conduct of a business or undertaking and therefore this Code also includes information about other agents that may contribute to hearing loss in Appendix A.

HOW TO USE THIS CODE OF PRACTICE

In providing guidance, the word 'should' is used in this Code to indicate a recommended course of action, while 'may' is used to indicate an optional course of action.

This Code also includes various references to sections of the WHS Act and Regulations which set out the legal requirements. These references are not exhaustive. The words 'must', 'requires' or 'mandatory' indicate that a legal requirement exists and must be complied with.

1. INTRODUCTION

Hazardous noise can destroy the ability to hear clearly and can also make it more difficult to hear sounds necessary for working safely, such as instructions or warning signals.

Managing the risks related to noise will assist in:

- protecting workers from hearing loss and disabling tinnitus (ringing in the ears or head)
- improving the conditions for communication and hearing warning sounds
- creating a less stressful and more productive work environment.

1.1 Who has health and safety duties in relation to noise?

A **person conducting a business or undertaking** has the primary duty under the WHS Act to ensure, so far as is reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from the business or undertaking.

A person conducting a business or undertaking has more specific obligations under the WHS Regulations to manage the risks of hearing loss associated with noise at the workplace, including:

- ensuring that the noise a worker is exposed to at the workplace does not exceed the exposure standard for noise
- providing audiometric testing to a worker who is frequently required to use personal hearing protectors to protect the worker from hearing loss associated with noise that exceeds the exposure standard.

Designers, manufacturers, suppliers, importers and installers of plant or structures that could be used for work must ensure, so far as is reasonably practicable, that the plant or structure is without risks to health and safety. Designers and manufacturers of plant must ensure the plant is designed and manufactured so that its noise emission is as low as reasonably practicable.

Designers, manufacturers, suppliers and importers must also provide information about the noise emission values of the plant and any conditions necessary for minimising the risk of hearing loss and other harm (see Chapter 7 of this Code).

Officers, such as company directors, have a duty to exercise due diligence to ensure that the business or undertaking complies with the WHS Act and Regulations. This includes taking reasonable steps to ensure that the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks that arise from noise.

Workers have a duty to take reasonable care for their own health and safety and that they do not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace. For example, if personal hearing protectors are provided by the person conducting the business or undertaking, the worker must use them in accordance with the information, instruction and training provided on their use.

1.2 The meaning of key terms

Decibel (dB) is the unit for measuring sound levels.

Exposure standard for noise is defined in the WHS Regulations as an $L_{Aeq,8h}$ of 85 dB(A) or an $L_{C,peak}$ of 140 dB(C). There are two parts to the exposure standard for noise because noise can either cause gradual hearing loss over a period of time or be so loud that it causes immediate hearing loss.

$L_{Aeq,8h}$ means the eight hour equivalent continuous A-weighted sound pressure level in decibels, referenced to 20 micropascals, determined in accordance with AS/NZS 1269.1. This is related to the total amount of noise energy a person is exposed to in the course of their working day. It takes account of both the noise level and the length of time the person is exposed to it. An unacceptable risk of hearing loss occurs at $L_{Aeq,8h}$ values above 85 dB(A).

$L_{C,peak}$ means the C-weighted peak sound pressure level in decibels, referenced to 20 micropascals, determined in accordance with AS/NZS 1269.1. It usually relates to loud, sudden noises such as a gunshot or hammering. $L_{C,peak}$ values above 140 dB(C) can cause immediate damage to hearing.

Hazardous noise in relation to hearing loss means noise that exceeds the exposure standard for noise in the workplace.

Risk control means taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

1.3 What is required to *manage the risks* of hearing loss?

Regulation 34-38

In order to manage risk under the WHS Regulations, a duty holder must:

- identify reasonably foreseeable hazards that could give rise to the risk
- eliminate the risk so far as is reasonably practicable
- if it is not reasonably practicable to eliminate the risk – minimise the risk so far as is reasonably practicable by implementing control measures in accordance with the hierarchy of control
- maintain the implemented control measure so that it remains effective
- review, and if necessary revise, risk control measures so as to maintain, so far as is reasonably practicable, a work environment that is without risks to health and safety.

This Code provides guidance on how to manage the risks of hearing loss associated with noise by following a systematic process that involves:

- identifying sources of noise that may cause or contribute to hearing loss,
- if necessary, assessing the risks associated with these hazards,
- implementing risk control measures
- reviewing risk control measures.

Guidance on the general risk management process is available in the [Code of Practice: How to Manage Work Health and Safety Risks](#).

CONSULTING YOUR WORKERS

Consultation involves sharing of information, giving workers a reasonable opportunity to express views and taking those views into account before making decisions on health and safety matters.

Section 47

The WHS Act requires that you consult, so far as is reasonably practicable, with workers who carry out work for you who are (or are likely to be) directly affected by a work health and safety matter.

Section 48

If the workers are represented by a health and safety representative, the consultation must involve that representative.

Consultation with workers and their health and safety representatives is required at each step of the risk management process. By drawing on the experience, knowledge and ideas of your workers you are more likely to identify all hazards and choose effective control measures.

You must also consult your workers when proposing to make any changes that may affect their health and safety, for example when planning to buy new machinery or equipment.

Health and safety representatives must have access to relevant information such as noise exposure data and potential control options. If you have a health and safety committee, you should engage the committee in the process as well.

CONSULTING, CO-OPERATING AND CO-ORDINATING ACTIVITIES WITH OTHER DUTY HOLDERS

Section 46

The WHS Act requires that you consult, co-operate and co-ordinate activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Sometimes you may share responsibility for a health and safety matter with other business operators who are involved in the same activities or who share the same workplace. In these situations, you should exchange information to find out who is doing what and work together in a co-operative and co-ordinated way so that all risks are eliminated or minimised as far as reasonably practicable.

For example, if you own or manage an on-hire business and your workers work at other workplaces then you must consult the host business so far as is reasonably practicable to determine if your workers could be exposed to hazardous noise and agree on what you each will do to control any associated risks.

Further guidance is available in the [Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination](#).

2. NOISE AND ITS EFFECT ON HEALTH AND SAFETY

2.1 How does hearing loss occur?

Hazardous noise affects the functioning of the inner ear, which may cause temporary hearing loss. After a period of time away from noise, hearing may be restored. With further exposure to hazardous noise, the ear will gradually lose its ability to recover and the hearing loss will become permanent.

Permanent hearing loss can also occur suddenly if a person is exposed to very loud impact or explosive sounds. This type of damage is known as acoustic trauma.

Permanent hearing loss results from the destruction of hair cells in the inner ear. These cells cannot be replaced or repaired by any presently known medical treatments or technology.

Usually, hazardous noise first affects the ability to hear high-frequency (high-pitched) sounds. This means that even though a person can still hear some sounds, conversation will start to sound 'muffled' and a person may find it difficult to understand what is being said.

Communication difficulties occur especially when there are competing background noises. Modern hearing aids may improve the ability to hear speech but they are unable to completely restore the clarity of the full hearing function.

Workers exposed to hazardous noise may also experience tinnitus, which could become permanent. When severe, it may disrupt sleep, reduce concentration, make people extremely irritable and lead to depression.

The degree of hearing loss that occurs is dependent on how loud the noise is, how long someone is exposed to it and, to some extent, individual susceptibility. The frequency or pitch can also have some effect on hearing loss, since high-pitched sounds are more damaging than low-pitched ones.

Exposure to a number of common industrial chemicals and some medications can also cause hearing loss or exacerbate the effects of noise on hearing. These substances are called ototoxic substances.

Ototoxic substances absorbed into the bloodstream may damage the cochlea in the inner ear and/or the auditory pathways to the brain, leading to hearing loss and tinnitus. Hearing loss is more likely if exposure is to a combination of substances or a combination of the substance and noise.

There is also some evidence that exposure to hand transmitted vibrations can exacerbate the effects of noise on hearing.

Further information on these other causes of hearing loss is provided in Appendix A.

2.2 How much noise is too much?

Whether the exposure standard of 85 dB(A) averaged over eight hours is exceeded depends on the level of noise involved and how long workers are exposed to it.

Peak noise levels greater than 140 dB(C) usually occur with impact or explosive noise such as sledge-hammering or a gun shot. Any exposure above this peak can create almost instant damage to hearing.

2. NOISE AND ITS EFFECT ON HEALTH AND SAFETY

Decibels are not like normal numbers. They can't be added or subtracted in the normal way. The decibel scale is logarithmic. On this scale, an increase of 3 dB therefore represents a doubling or twice as much sound energy. This means that the length of time a worker could be exposed to the noise is reduced by half for every 3 dB increase in noise level if the same noise energy is to be received.

Table 1 below demonstrates the length of time a person without hearing protectors can be exposed before the standard is exceeded.

Table 1 Equivalent Noise Exposures $L_{Aeq,8h} = 85 \text{ dB(A)}$	
Noise Level dB(A)	Exposure Time
80	16 hours ¹
82	12hours ¹
85	8 hours
88	4 hours
91	2 hours
94	1 hour
97	30 minutes
100	15 minutes
103	7.5 minutes
106	3.8 minutes
109	1.9 minutes
112	57 seconds
115	28.8 seconds
118	14.4 seconds
121	7.2 seconds
124	3.6 seconds
127	1.8 seconds
130	0.9 seconds

¹ The adjustment factor for extended workshifts shown in Table 3 of this Code is taken into account.

2. NOISE AND ITS EFFECT ON HEALTH AND SAFETY

Essentially, a worker who is exposed to 85 dB(A) for 8 hours receives the same noise energy as someone exposed to 88 dB(A) for 4 hours, with the balance of the day in a very quiet environment. In both cases the exposure standard is not being exceeded. However, being exposed to 88 dB(A) for more than 4 hours would mean that the standard is exceeded. Similarly, if a worker is using a machine that generates 121 dB(A) then the exposure standard would be exceeded after only 7.2 seconds.

There is a big range in different people's susceptibility to hearing loss from noise. Research shows that 8-hour average daily noise exposure levels below 75 dB(A) or instantaneous peak noise levels below 130 dB(C) are unlikely to cause hearing loss. With progressively increasing levels, the risk becomes greater.

The WHS Regulations set the exposure standard for noise at an $L_{Aeq,8h}$ of 85 dB(A) and a peak noise level at 140 dB(C), which protects most but not all people. Therefore, workplace noise should be kept lower than the exposure standard for noise if reasonably practicable.

2.3 Other effects of noise

Noise at levels that do not damage hearing can have other adverse health effects. This can arise when noise chronically interferes with concentration and communication. Persistent noise stress can increase the risk of fatigue and cardiovascular disorders including high blood pressure and heart disease.

Although safe levels to guard against these effects have not yet been fully determined, as a guide, the risk of adverse health effects can be minimised by keeping noise levels below:

- 50 dB(A) where work is being carried out that requires high concentration or effortless conversation
- 70 dB(A) where more routine work is being carried out that requires speed or attentiveness or where it is important to carry on conversations.

These levels include the noise from other work being carried out within the workplace.

To work safely, workers must be able to hear warning signals above any other noise (ambient noise) at the workplace. For reversing alarms on mobile plant, the guidance in ISO:9533: 2010 *Earth-moving machinery – Machine-mounted audible travel alarms and forward horns – Test methods and performance criteria* should be followed. This requires the noise level of the alarm at potential reception points to be at least as high as the noise from the engine under high idle.

For other situations, the levels needed are higher – at least 65 dB(A) and more than 15 dB(A) greater than the ambient noise level at any position in the signal reception area. More detailed guidance on assessing the audibility of warning signals can be found in ISO 7731:2003 *Ergonomics – Danger signals for public and work areas – Auditory danger signals*.

3. HOW TO IDENTIFY THE HAZARDS

The potential for noise to be hazardous is not always obvious. Hazard identification is a way of finding out which work activities have the potential to contribute to hearing loss or other harm caused by noise.

Exposure to noise is cumulative and a worker may perform a number of noisy work activities over time which, in combination, may expose the worker to hazardous noise.

3.1 How to find noise hazards

You may not need specialist skills to identify sources of hazardous noise, but you must undertake the process in consultation with your workers and their health and safety representatives. As a guide, if you need to raise your voice to communicate with someone about one metre away, the noise is likely to be hazardous to hearing.

A checklist is provided in Appendix B to help you further with this process.

INSPECT THE WORKPLACE

Regularly walking around the workplace, talking to workers and observing how things are done can help you identify noise hazards. Find out where noise is coming from and which tasks or processes produce noise. Take immediate action to control noise where this is possible, for example fix loose panels that are vibrating and rattling during machine operation.

REVIEW AVAILABLE INFORMATION

Information regarding noise levels from the manufacturers or suppliers of plant and equipment used at the workplace should be obtained.

Information and advice about hazards and risks relevant to particular industries and work activities is also available from regulators, industry associations, unions, technical specialists and safety consultants.

You should check whether any workers' compensation claims have been made for hearing loss and if any hearing loss or tinnitus has been found during repeat audiometric testing. If a worker's hearing has been affected and has been attributed to a particular task, then a hazard may exist that could affect other workers.

Table 2 below lists common noise sources and their typical sound levels which can be used to compare whether noise in the workplace sounds as loud as or louder than 85 dB(A).

Table 2 Common noise sources and their typical sound levels

Typical sound level in dB	Sound source
140	Jet engine at 30m
130	Rivet hammer (pain can be felt at this threshold)
120	Rock drill
110	Chain saw
100	Sheet-metal workshop
90	Lawn-mower
85	Front-end loader
80	Kerbside Heavy traffic
	Lathe
70	Loud conversation
60	Normal conversation
40	Quiet radio music
30	Whispering
0	Hearing threshold

3.2 What happens next?

In consultation with your workers and health and safety representatives, make a list of all noisy activities that may pose a risk to the health and safety of persons at the workplace. If you have answered 'yes' to any of the questions in Appendix B, it is likely that your workers are being exposed to hazardous noise. If you are unsure about the level of exposure or how to eliminate or minimise the risks effectively, you should take the next step to assess the risks of hearing loss.

4. HOW TO ASSESS THE RISKS

4.1 When should a risk assessment be conducted?

If you have identified any noisy activities that may expose your workers or other people at your workplace to hazardous noise then, unless you can reduce the exposures to below the standard immediately, you should assess the risks by carrying out a noise assessment.

A noise assessment will help you:

- identify which workers are at risk of hearing loss
- determine what noise sources and processes are causing that risk
- identify if and what kind of noise control measures could be implemented
- check the effectiveness of existing control measures.

A noise assessment may not always need measurement. For example, if only one activity at the workplace – the use of a single machine – involves noise above 85 dB(A) and the manufacturer has provided information about the machine's noise levels when it is operated in particular ways, then a sufficient assessment can be made without measurement. More complex situations may require measurement to accurately determine a worker's exposure to noise, such as workplaces with variable noise levels over a shift and jobs where workers move in and out of noisy areas.

4.2 Who can do a noise assessment?

A noise assessment should be done by a competent person in accordance with the procedures in AS/NZS 1269.1 *Measurement and assessment of noise immission and exposure*. The more complex the situation, the more knowledgeable and experienced the person needs to be.

A competent person is one who has accurately calibrated noise measuring instruments and, through training and experience:

- understands what is required by the WHS Regulations for noise
- knows how to check the performance of the instruments
- knows how to take the measurements properly
- can interpret the results of the noise measurements.

4.3 How should a noise assessment be done?

The way a noise assessment is done will depend upon:

- the type of workplace
- the number of persons potentially at risk from exposure to hazardous noise
- the information already available on noise at the workplace.

A noise assessment should be done during a typical working shift and should determine:

- the noise levels produced during various tasks carried out during the shift
- how long your workers are exposed to noise during each of these tasks.

An assessment should take into account:

- plant, equipment and other sources of noise in operation at the workplace
- how work activities are carried out
- the length of the shift
- environmental factors (e.g. types of walls, surfaces, layout of work stations).

This means that adequate information about the tasks and their frequency is needed, so consultation with workers and their supervisors is essential.

Noise measurements should be taken at 0.1 to 0.2 metres from the worker's ear canal entrance over a period of time that is representative of the noise produced during the tasks.

In most situations the use of a hand-held integrating sound level meter will produce the most useful information for choosing appropriate noise control measures. In situations where workers are highly mobile or access for the person taking the measurement is difficult or unsafe, it may be more appropriate to use personal sound exposure meters (dose meters).

Noise measurements should include the combined noise levels of all the tools, machines and processes present as well as the background noise from ventilation systems, cooling compressors, circulation pumps, etc. To identify which noise sources contribute most to workers' exposures, the noise from each source or work activity should also be measured separately.

The Ready Reckoner in Appendix C may be used to work out the total $L_{Aeq,8h}$ for combinations of noise levels and exposure duration for each work activity and the relative importance of each.

If a group of workers is exposed to identical sources of noise and their exposure is likely to be the same, then you do not need a separate assessment for each worker. A representative assessment can be done for one or more of the workers.

EXTENDED WORK SHIFTS

Shift durations of 10 hours or longer involve a degree of risk greater than that indicated by the 8 hour measurement $L_{Aeq,8h}$. This increase in risk arises because of the additional damaging effect of continuous exposure to noise after 10 hours. The risk may be further increased if there is reduced recovery time between successive shifts.

If workers work shifts of 10 hours or more, the adjustment factor for extended shifts as set out in AS/NZS 1269.1 (see Table 3) should be added to the measured $L_{Aeq,8h}$ before comparing it with the 85 dB(A) exposure standard for noise.

Table 3 Adjustments to $L_{Aeq,8h}$ for extended work shifts

Shift length	Adjustment added to measured $L_{Aeq,8h}$ dB(A)
10 hrs or more to less than 14 hrs	+ 1
14 hrs or more to less than 20 hrs	+ 2
20 hrs or more	+ 3

For example, if a worker works 12-hour shifts and the typical $L_{Aeq,8h}$ has been determined to be 93 dB(A), an additional one decibel is added to give an adjusted $L_{Aeq,8h}$ of 94 dB(A). Hence the worker's $L_{Aeq,8h}$ exceeds the exposure standard for noise by 9 dB(A). For a fully worked example see Appendix C.

If workers work more than five days per week, the weekly averaging procedure of AS/NZS 1269.1 should be used.

4.4 What information should be included in a noise assessment report?

Noise assessment reports should show that the assessment was done properly and that all factors were taken into account. An assessment report should contain all the information shown in Appendix D. Noise assessment reports should be used to select appropriate control measures. The main findings should be included in training for all workers. The reports should be made available to managers, health and safety representatives and regulators.

The most important step in the risk management process involves eliminating the risks, or if that is not reasonably practicable, minimising the risks so far as is reasonably practicable.

5. HOW TO CONTROL THE RISKS

5.1 The hierarchy of risk control

The WHS Regulations require duty holders to work through a hierarchy of control to choose the control measure that most effectively eliminates or minimises the risk in the circumstances. The hierarchy ranks the ways of controlling the risk of hearing loss from noise from the highest level of protection and reliability to the lowest so that the most effective controls are considered first.

Effective risk control may involve a single control measure or a combination of two or more different controls.

ELIMINATE THE RISK

The most effective control measure is to eliminate the source of noise completely, for example by ceasing to use a noisy machine, changing the way work is carried out so hazardous noise is not produced or by not introducing the hazard into the workplace.

MINIMISE THE RISK

If it is not reasonably practicable to eliminate the source of noise, you must minimise the risk associated with hearing loss so far as is reasonably practicable. This includes ensuring that the noise does not exceed the exposure standard by choosing one or more of the following measures:

- substitute the hazard with plant or processes that are quieter
- modify plant and processes to reduce the noise using engineering controls
- isolate the source of noise from people by using distance, barriers, enclosures and sound-absorbing surfaces.

If there is a remaining risk, it must be minimised so far as is reasonably practicable by implementing administrative controls, and if a risk still remains, then suitable personal protective equipment must be provided and used. These two types of control measures, when used on their own, tend to be least effective in minimising risks because they rely on human behaviour and supervision.

5.2 Substituting plant or processes to reduce noise

BUY 'QUIET'

One of the most cost-effective and long-term ways of reducing noise at work is to introduce a purchasing and hiring policy to choose the quietest plant for the job. This can be done by obtaining information on noise emission (for example, data on sound power level or sound pressure level at the operator position) from the manufacturer, importer or supplier of plant and comparing it to determine the quietest plant.

Ask the suppliers about the likely noise emission under the particular conditions in which you will operate the machinery, as well as under standard test conditions. If you ask the same question to all suppliers you can compare information. Sound power level data will only ever be a guide as many factors affect the actual noise levels experienced by your workers, but it will help you buy quieter machines.

You should purchase or hire only from suppliers who can demonstrate a low noise design, with noise control as a standard part of the machine, not as an optional extra.

CHANGE THE WAY YOU DO THE JOB

A different way of doing the job may provide the same result with a lot less noise. For example, bending metal in a vice or a press is quieter than hammering it into shape, welding is generally quieter than riveting, gluing is quieter than hammering in nails, clipping is quieter than stapling, and lowering materials in a controlled manner is quieter than dropping them on hard surfaces.

5.3 Using engineering controls

A good understanding of the operation of the plant or process is necessary when considering ways of minimising noise at its source.

Examples of engineering control measures include:

- eliminating impacts between hard objects or surfaces
- minimising the drop height of objects or the angle that they fall onto hard surfaces
- using absorbent lining on surfaces to cushion the fall or impact of objects
- fitting exhaust mufflers on internal combustion engines
- fitting silencers to compressed air exhausts and blowing nozzles
- isolating a vibrating noise source to separate it from the surface on which it is mounted using rubber mounts and flexible connections
- ensuring gears mesh together better
- fixing damping materials (such as rubber) or stiffening to panels to reduce vibration
- fitting sound-absorbing materials to hard reflective surfaces
- turning down volume controls
- changing fan speeds or the speeds of particular components
- changing the material the equipment or its parts are made of (change metal components to plastic components).

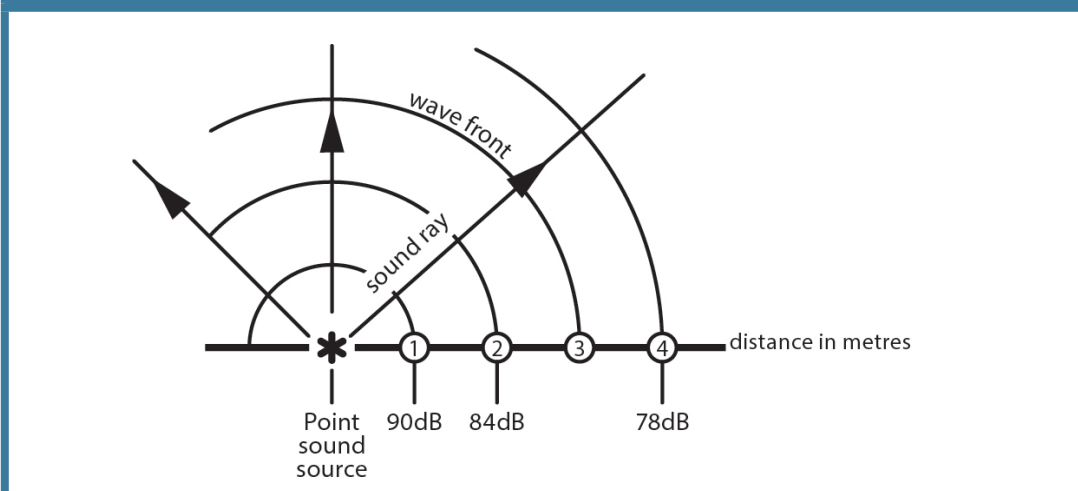
Further information on using engineering controls is at Appendix E.

5.4 Isolating the source of noise

Examples of isolating the source of noise from workers include:

- building enclosures or sound proof covers around noise sources
- using barriers or screens to block the direct path of sound
- locating noise sources further away from workers (see Figure 1)
- using remote controls to operate noisy plant from a distance.

FIGURE 1 Sound spreading in an open space away from reflecting surfaces and measured at a certain distance from the source is reduced by about 6 dB for each doubling of that distance. Sound is reduced less when spreading inside an enclosed space.



If a small sound source produces a sound level of 90 dB(A) at a distance of 1 metre, the sound level at 2 metres distance is 84 dB(A), and at 4 metres is 78 dB(A), etc.

MAINTENANCE

Regular maintenance of plant and equipment is essential as it will deteriorate with age and can become noisier. Check for changes in noise levels – badly worn bearings and gears, poor lubrication, blunt blades, loose parts, unbalanced rotating parts and steam or air leaks all create noise that can be reduced with good maintenance. Engineering controls such as vibration mountings, impact absorbers, gaskets, seals, silencers, barriers and other equipment should be regularly inspected and maintained.

5.5 Using administrative controls

Administrative noise control measures reduce the amount of noise to which a person is exposed by reducing the time they are exposed to it. Examples include:

- organising schedules so that noisy work is done when only a few workers are present
- notifying workers and others in advance of noisy work so they can limit their exposure to it
- keeping workers out of noisy areas if their work does not require them to be there
- sign-posting noisy areas and restricting access
- providing quiet areas for rest breaks for workers exposed to noisy work
- limiting the time workers spend in noisy areas by moving them to quiet work before their daily noise exposure levels exceed the exposure standard.

If you rely on administrative controls, you should conduct regular checks to ensure that they are being complied with.

5.6 Using personal hearing protectors

Regulation 44

If personal protective equipment (PPE) is to be used at the workplace, the person conducting the business or undertaking must ensure that the equipment is:

- selected to minimise risk to health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it
- maintained, repaired or replaced so it continues to minimise the risk
- used or worn by the worker, so far as is reasonably practicable.

Regulation 46

A worker must, so far as reasonably able, wear the PPE in accordance with any information, training or reasonable instruction.

Personal hearing protectors, such as ear-muffs or ear-plugs, should be used in the following circumstances:

- when the risks arising from exposure to noise cannot be eliminated or minimised by other more effective control measures,
- as an interim measure until other control measures are implemented
- where extra protection is needed above what has been achieved using other noise control measures.

If the use of personal hearing protectors is necessary, it is important that the hearing protectors are worn throughout the period of exposure to noise. Removing personal hearing protectors for even short periods significantly reduces the effective attenuation (noise reduction) and might provide inadequate protection. For example, a worker wearing a hearing protector for a full 8-hour day will receive the 30 dB maximum protection level. However, one hour without wearing the hearing protector causes the maximum protection level to fall to 9 dB.

Areas where people may be exposed to hazardous noise should be sign-posted as hearing protector areas and the boundaries of these areas should be clearly defined. Workers and other persons, including managers and visitors, should not enter these areas without wearing appropriate personal hearing protectors, regardless of how short the time they stay in the hearing protector area.

Where sign-posting is not practicable, you should make other arrangements to ensure that workers and others know when personal hearing protectors are required. For example:

- attach prominent warning notices to tools and equipment indicating that personal hearing protectors should be worn when operating them
- provide written and verbal instructions on how to recognise circumstances in which personal hearing protectors are needed
- ensure effective supervision of identified hazardous tasks.

Personal hearing protectors should be selected and maintained in accordance with AS/NZS 1269.3 *Occupational noise management – hearing protector program*. Involve your workers in the selection process and offer a reasonable choice from a range of types.

Suppliers of hearing protectors should provide the full information on the attenuation likely to be provided including the SLC80 ratings, class and octave band attenuation values. The attenuation values should be derived from attenuation measurements made in accordance with AS/NZS 1270 *Acoustics – hearing protectors*.

SELECTION

When selecting personal hearing protectors you should consider:

- the degree of attenuation required in the worker's environment (see Table 4). Do not provide protectors that overprotect by cutting out too much sound – this can cause difficulties hearing verbal instructions and other sounds needed to work safely
- the suitability for the type of working environment and the work tasks. For example, ear-plugs are difficult to use hygienically for work that requires them to be inserted with dirty hands and in these circumstances, ear-muffs are more appropriate, but ear-muffs can be uncomfortable to wear in hot environments and can make it difficult for the wearer to enter a confined space or to wear a helmet
- the comfort, weight and clamping force of the personal hearing protector.

Table 4 Recommended Class of hearing protector

Measured exposure L _{Aeq,8h} dB(A)	Class
Less than 90	1
90 to less than 95	2
95 to less than 100	3
100 to less than 105	4
105 to less than 110	5

Individual fit of personal hearing protectors is critical for optimum protection. Several devices are available to assist with this. Wearing work equipment—such as hard hats, dust masks and eye protection—may affect the performance of the protector. The fit of hearing protectors should be checked while the user is wearing regular work equipment. Workers wearing spectacles should be fitted with hearing protectors while wearing the spectacles.

MAINTENANCE

Personal hearing protectors must be regularly inspected and maintained to ensure they remain in good, clean condition. The inspections should check that:

- ear-muff seals are undamaged
- the tension of headbands is not reduced
- there are no unofficial modifications
- compressible ear-plugs are soft, pliable and clean.

If disposable ear-plugs are used, they should only be worn once.

You must provide your workers with training, information and instruction in the proper use, fit, care and maintenance of personal hearing protectors. You should also:

- include the need to wear hearing protectors in your safety procedures
- place someone in charge of issuing and making sure replacements are readily available
- carry out spot checks to ensure that workers are wearing their hearing protectors when required and are using them correctly
- ensure all managers and supervisors set a good example and wear personal hearing protectors at all times when in hearing protector areas.

5.7 Audiometric testing

Regulation 58

A person conducting a business or undertaking must provide audiometric testing for a worker who is carrying out work for the business or undertaking if the worker is required to frequently use personal hearing protectors as a control measure for noise that exceeds the exposure standard.

Audiometric testing must be provided within three months of the worker commencing work. Starting the audiometric testing before people are exposed to hazardous noise (such as new starters or those changing jobs) provides a baseline as a reference for future audiometric test results. Regular follow-up tests must be carried out at least every two years. These should be undertaken well into the work shift so that any temporary hearing loss can be picked up.

More frequent audiometric testing (e.g. every six months) may be needed if exposures are at a high $L_{Aeq,8h}$, which is equal or greater than 100 dB(A).

Before introducing an audiometric testing program, you must consult with your workers and their health and safety representatives. It is important that your workers understand that the aim of the testing is to evaluate the effectiveness of control measures to protect their hearing.

Audiometric testing and assessment of audiograms should be carried out by competent persons in accordance with the procedures in AS/NZS 1269.4:2005 - *Occupational noise management - Auditory assessment*.

Workers should be given the results of audiometric testing accompanied by a written explanation of the meaning and implications. Only with the consent of the worker should you provide their results to other parties. Unidentifiable individual results and group data should be made available to health and safety representatives of the worker's work group.

The reasons for any changes in hearing levels over time should be thoroughly investigated. When temporary or permanent threshold shifts are revealed through audiometric assessments or a worker reports a recent diagnosis of tinnitus, you must review your control measures to determine whether more effective control measures can be implemented so that your workers do not have to rely on personal hearing protectors.

If the worker is to continue using personal hearing protectors, you should:

- verify that the nominal performance of the worker's personal hearing protector is adequate for the level of exposure to noise
- examine the protector carefully and ensure it is not damaged
- check the protector fits the worker closely with no leakage paths for noise
- ask the worker if they have any difficulty using the protector
- check the worker uses the protector correctly and consistently whilst performing their work.

If workers are found to have sufficient hearing loss to interfere with the safe performance of their work, all reasonably practicable steps should be taken to modify the work environment. This may include providing:

- volume control on equipment such as telephones
- acoustically treated meeting areas with low noise and low sound reflections
- supplementary visual warning signals
- alternative work for the worker if other measures do not remedy the situation.

Monitoring hearing with regular audiometric testing is recommended in situations where workers are exposed to:

- any of the ototoxic substances listed in Appendix A where the airborne exposure (without regard to respiratory protection worn) is greater than 50 per cent of the national exposure standard for the substance, regardless of the noise level
- ototoxic substances at any level and noise with $L_{Aeq,8h}$ greater than 80 dB(A) or $L_{C,peak}$ greater than 135 dB(C)
- hand-arm vibration at any level and noise with $L_{Aeq,8h}$ greater than 80 dB(A) or $L_{C,peak}$ greater than 135 dB(C).

5.8 Information, training and instruction

Section 19

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that information, training and instruction is provided to workers and others at the workplace to protect them from health and safety risks.

Regulation 39

The information, training and instruction must, so far as is reasonably practicable, be provided in a way that can be easily understood by any person to whom it is provided.

Training should be provided to:

- those workers who may be exposed to hazardous noise or other agents that may contribute to hearing loss
- their managers and supervisors
- workplace health and safety committees and health and safety representatives
- those responsible for the purchase of plant, noise control equipment, personal hearing protectors and for the design, scheduling, organisation and layout of work.

The contents of the training program should include:

- the health and safety responsibilities of each party at the workplace
- how hearing can be affected by exposure to noise
- the detrimental effects hearing loss and tinnitus have on the quality of life, both at work and socially
- the tasks at the workplace that have the potential to give rise to hearing loss and the likely noise exposure level
- how to use noise control measures
- how to select, fit, wear, maintain and store personal hearing protectors
- how to report defects in hearing protectors and noise control equipment or raise any concerns regarding hazardous noise
- the purpose and nature of audiometric testing.

5.9 Implementing and maintaining control measures

A noise management plan may help implement the chosen noise control measures effectively. It should identify what action needs to be taken, who will be responsible for taking the action and by when.

The plan should be based on the results of any noise assessment and should also include:

- measuring noise levels to confirm that control measures are achieving expected attenuation
- specifications for purchasing or hiring plant
- a description of any training and supervision that may be needed
- control measures for temporary work areas and situations
- timeframes for reviewing noise assessments and control measures.

Regulation 37

You must ensure that the control measures you implement remain effective. This includes checking that the control measures are suitable for the nature and duration of the work, are installed, maintained and used correctly.

6. HOW TO REVIEW CONTROL MEASURES

Any noise control measures that are implemented must be reviewed, and if necessary revised, to make sure they work as planned and to maintain, so far as is reasonably practicable, a work environment that is without risks to health and safety.

Regulation 38

A person conducting a business or undertaking must review and as necessary revise noise control measures:

- when the control measure does not control the risk so far as is reasonably practicable
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate that a review is necessary
- if a health and safety representative requests a review.

Control measures may be reviewed using the same methods as the initial hazard identification step.

Consult your workers and their health and safety representatives and consider the following:

- Are the control measures working effectively in both their design and operation?
- How accurate is the risk assessment process? Are all noisy activities being identified?
- Have new work methods or new plant made the work quieter?
- Has instruction and training provided to workers been successful?
- Have new requirements or information indicated that current controls are no longer the most effective?
- Is an alteration planned to any structure, plant or process that is likely to result in a worker being exposed to hazardous noise?
- Has an incident occurred as a result of a worker being exposed to hazardous noise?
- Have any audiometric tests revealed changes in hearing threshold levels?

You should decide on the time interval between noise assessments by consulting with your workers. Assessment should be repeated whenever there is:

- installation or removal of machinery or other noise sources likely to cause a significant change in noise levels
- a change in workload or equipment operating conditions likely to cause a significant change in noise levels or exposure times
- a change in building structure likely to affect noise levels
- a change to working arrangements affecting the length of time workers spend in noisy work areas.

If you design, manufacture or supply products used for work you should check that the product effectively eliminates or minimises exposure to noise by obtaining feedback from users. This can help in determining whether any improvements can be made.

7. ROLE OF DESIGNERS, MANUFACTURERS, SUPPLIERS AND INSTALLERS

Eliminating noise in the early stages of product planning (at the source) is more effective and usually cheaper than making changes after noise hazards are introduced into the workplace.

7.1 Designers

Designers of plant or structures used for work must ensure so far as is reasonably practicable that the plant or structure is designed to be without risks to the health and safety of persons.

DESIGN OF PLANT

Regulation 59

A designer of plant must design the plant so that its noise emission is as low as reasonably practicable.

Designers must provide information on the noise emission values of the plant (for example, data on sound power level or sound pressure level), the operating conditions of the plant when the noise emission is measured and the methods used to measure the noise emission. They must also provide information on any conditions required for safe use.

This information must be provided to manufacturers, importers and suppliers.

If you design plant you should consider:

- preventing or reducing the impact between machine parts
- replacing metal parts with quieter plastic parts
- combining machine guards with acoustic treatment
- enclosing particularly noisy machine parts
- selecting power transmission which permits the quietest speed regulation; for example, rotation-speed-controlled electric motors
- isolating vibration-related noise sources within machines.

You should also design:

- good seals for doors for machines
- machines with effective cooling flanges that reduce the need for air jet cooling
- quieter types of fans or placing mufflers in the ducts of ventilation systems
- quiet electric motors and transmissions
- pipelines for low flow speeds (maximum 5m/sec.)
- ventilation ducts with fan inlet mufflers and other mufflers to prevent noise transfer in the duct between noisy and quiet rooms.

Methods of maintenance and servicing should be taken into account in noise control design.

7. ROLE OF DESIGNERS, MANUFACTURERS, SUPPLIERS AND INSTALLERS

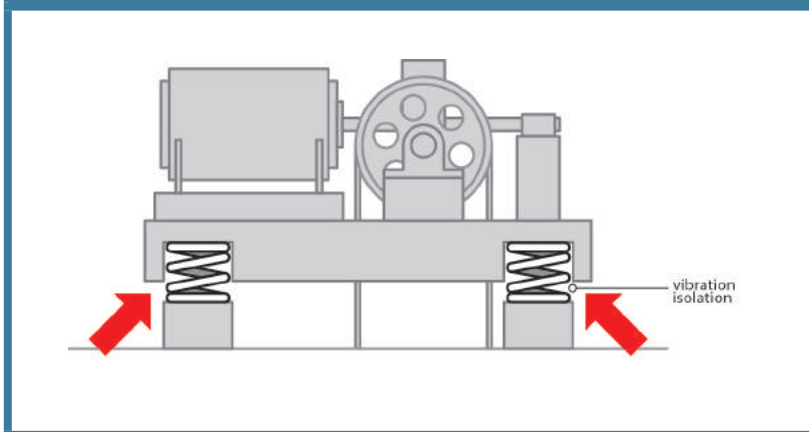
DESIGN OF BUILDINGS AND STRUCTURES

Designers of buildings and structures must take noise control into account from the beginning of the planning process and minimise the noise transmitted through the structure to the lowest level that is reasonably practicable²

For new buildings designers should consider:

- the effect on noise levels of building reverberation, the building layout and location of workstations relative to any plant
- selecting the frame, floor and machine bases so that all sources of disturbance can be provided with effective vibration isolation. Heavy, noisy equipment requires rigid, heavy bases. It is also possible to isolate machine bases from direct contact with the rest of the building frame (see Figure 2)
- isolating noise sources such as plant rooms
- designing acoustic treatments for noisy areas, for example, cover ceilings (and walls in the case of very high ceilings) with sound-absorbing material, use floating floors
- using flexible construction joints as building elements
- designing walls, floors, windows and doors to provide the necessary sound transmission loss
- covering floors of office areas with carpets.

FIGURE 2 The vibrations of an elevator drive are isolated from the building structure.



SOUND INSULATING SEPARATE ROOMS

With automation of processes, remote control from a separate room may be possible. Some control measures may include:

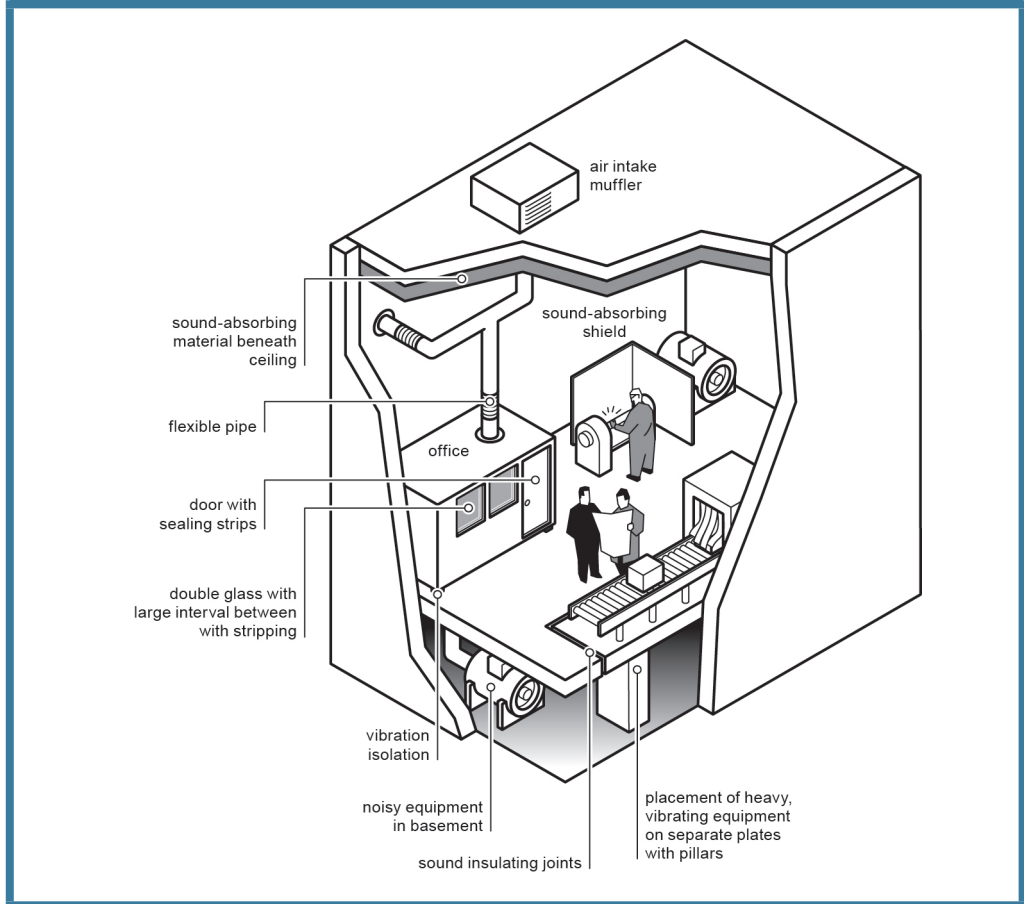
- designing control rooms with materials having adequate transmission loss
- providing good sealing around doors and windows
- providing openings for ventilation with passages for cables and piping equipped with good seals.

² Guidance for designers of buildings on recommended background sound levels (i.e. noise coming from outside the room or from building services) for different types of workplaces can be found in AS/NZS 2107:2000 *Acoustics – Recommended design sound levels and reverberation times for building interiors*.

7. ROLE OF DESIGNERS, MANUFACTURERS, SUPPLIERS AND INSTALLERS

Control rooms should be adequately ventilated with air-conditioning in hot working areas. Otherwise, there is a risk that the doors will be opened for ventilation, which would spoil the effectiveness of the room in reducing the noise level.

FIGURE 3 Examples of noise control measures in an industrial building



7.2 Manufacturers

Regulation 59

A manufacturer of plant must manufacture the plant so that its noise emission is as low as reasonably practicable.

Manufacturers of plant or structures used for work must ensure, so far as is reasonably practicable, that the plant or structure is manufactured without risks to the health and safety of persons. If noise cannot be eliminated, manufacturers must ensure the plant is manufactured so that its noise emission is as low as reasonably practicable and that the manufacturing process does not introduce new or additional noise hazards.

Manufacturers should manufacture plant:

- using and testing the safety measures specified by the designer
- using materials and techniques that minimise the risk of hearing loss by reducing noise to the lowest level reasonably practicable.

7. ROLE OF DESIGNERS, MANUFACTURERS, SUPPLIERS AND INSTALLERS

Manufacturers must provide information to an importer or supplier on the noise emission values of the plant, the operating conditions of the plant when the noise emission is measured and the methods used to measure the noise emission. They must also provide information on any conditions required for safe use.

7.3 Suppliers and importers

Suppliers or importers must ensure so far as is reasonably practicable that the plant is without risks to the health and safety of persons at the time of supply.

Suppliers and importers must take all reasonable steps to obtain the information that the manufacturer is required to provide on noise emission values and provide it to any person to whom the plant is supplied.

Suppliers and importers should:

- provide all noise control measures with the product as per the setup recorded on the noise test results
- provide maintenance information to ensure safe use and operation.

7.4 Installers

Installers must ensure so far as is reasonably practicable that the plant or structure is installed in such a way that it is without risks to the health and safety of persons. For example, installers should ensure that the installation is undertaken according to the designer's specifications. Isolating vibrating sources of noise may involve installing large heavy machines on separate bases or in such a way that they do not directly contact the remainder of the building structure.

Installers should also provide information to potential users about the conditions required for safe use, including maintenance requirements.

7.5 What information should be provided to potential users?

Designers, manufacturers, suppliers and importers must give purchasers and other potential users the information they need to safely use the plant, including the results of any calculations, analysis or testing carried out.

Information must include the noise emission values of the plant, the operating conditions of the plant when the noise emission is measured and the methods used to measure the noise emission. This information will help purchasers choose plant with low noise levels.

The testing information that should be supplied to the purchaser is listed in Table 5. Where relevant information on test procedures is contained in a test standard or a test report, reference to the standard or the report should be included. Information should be provided on peak noise levels, where relevant, as well as on continuous noise levels.

7. ROLE OF DESIGNERS, MANUFACTURERS, SUPPLIERS AND INSTALLERS

Where there is a selection of noise measurement results available, the preferred measurement is the sound pressure level at the operator's position.

Instructions for safe use should be communicated in a way that can be easily understood by users.

Table 5 Minimum noise testing information

Supplier's details	For example, name, local address, telephone and/or facsimile number , email
Manufacturer's details	For example, name, address, telephone and/or facsimile number ,email
Details of the plant tested	Including any noise controls, for example, make, model, serial number, relevant capacity/rating
Title or number of specific test standard or code followed	Including details of any departures from the standard. For example, if a machine needed to be mounted differently to the method given in the standard, the alternative mounting should be described
Details of operating conditions	If not specified in the standard, or if no specific test standard is available for the type of plant being tested. For example, test machine load, speed, type of material processed, details of installation and mounting of test machine, details of test environment, description of measurement instrumentation and procedure. Reference to a test report containing this information will suffice
Measurement position(s)	For example, operator's ear or 1 metre from machines
Index measured	For example, sound pressure level or sound power level
Frequency weighting	For example, A, C or linear
Time weighting	For example, slow, fast or peak, or L_{eq}
Sound level or levels determined in testing.	
Units of measurement	For example, dB re: 20 micropascals
Details of tester	For example, name, address, telephone and/or facsimile number ,email, accreditation
Date issued	

APPENDIX A – OTHER CAUSES OF HEARING LOSS IN THE WORKPLACE

VIBRATION

Studies have indicated that there is a link between exposure to hand-arm vibration and hearing loss. Workers who use equipment such as chainsaws that subject the worker to both hand-arm vibrations and to noise may be more likely to suffer from hearing loss. Tools that may expose workers to both noise and hand-arm vibration include:

- pneumatic and electrical rotary tools such as concrete breakers, grinders, sanders and drills
- percussive tools such as chippers and riveters
- petrol-powered tools such as lawn-mowers, brush-cutters and chainsaws.

Control measures to reduce exposure to hand-arm vibration may involve finding alternative ways to do the work that eliminates the need to use vibrating equipment or to purchase tools that produce less vibration.

OTOTOXIC SUBSTANCES

Exposure to some chemicals can result in hearing loss. These chemicals are known as ototoxic substances. Hearing loss is more likely to occur if a worker is exposed to both noise and ototoxic substances than if exposure is just to noise or ototoxic substances alone.

There are three major classes of ototoxic substances: solvents, heavy metals and asphyxiants. Work activities that commonly combine noise and ototoxic substances include:

- painting
- printing
- boat building
- construction
- furniture making
- fuelling vehicles and aircraft
- manufacturing, particularly of metal, leather and petroleum products
- degreasing
- fire-fighting
- weapons firing

Some medications have also been identified as ototoxic substances. These include some anti-cancer, anti-inflammatory, anti-thrombotic, anti-malarial, anti-rheumatic and antibiotic drugs. Quinine and salicylic acids (such as aspirin) are also considered to be ototoxic substances.

Table A1 right, lists those ototoxic substances most commonly used in workplaces. Some of these can be absorbed through the skin and are considered particularly hazardous.

Exposure standards for chemicals and noise have not yet been altered to take account of increased risk to hearing. Until revised standards are established, it is recommended that the daily noise exposure of workers exposed to any of the substances listed in Table A.1 be reduced to 80 dB(A) or below. They should also undergo audiometric testing and be given information on ototoxic substances.

Control measures such as substitution, isolation and local ventilation should be implemented to eliminate or reduce chemical exposures. Personal protective equipment should be used to prevent skin and respiratory absorption when other controls are insufficient.

APPENDIX A – OTHER CAUSES OF HEARING LOSS IN THE WORKPLACE

Table A1 Some common ototoxic substances³

Type	Name	Skin Absorption
Solvents	Butanol	√
	Carbon disulphide	√
	Ethanol	
	Ethyl benzene	
	n-heptane	
	n-hexane	
	Perchloroethylene	
	Solvent mixtures and fuels Stoddard solvent (white spirits)	√
	Styrene	
	Toluene	√
	Trichloroethylene	√
	Xylenes	
Metals	Arsenic	
	Lead	
	Manganese	
	Mercury	√
	Organic tin	√
Others	Acrylonitrile	√
	Carbon monoxide	
	Hydrogen cyanide	√
	Organophosphates	√
	Paraquat	

ACOUSTIC SHOCK

Acoustic incidents are sudden, unexpected loud noises occurring during telephone headset use, including crackles, hisses, whistles, shrieks or high-pitched noises. Acoustic shock is not caused by the loudness of a telephone, as all phone noise is electronically limited to a peak noise level of 123 decibels, but by a sudden rise in noise levels.

³ Morata T.C. (2007) Promoting hearing health and the combined risk of noise-induced hearing loss and ototoxicity, *Audiological Medicine*, Vol.5, Issue 1, pp33-40.

APPENDIX A – OTHER CAUSES OF HEARING LOSS IN THE WORKPLACE

The noises can come from a wide variety of sources, either within the transmission system or from the customer end. Sources of acoustic incidents include those outlined in Table A2:

Table A2 Sources of acoustic incidents	
Sources within the transmission system	Sources from the customer end
<ul style="list-style-type: none">■ faulty or damaged networks, telephones and headset equipment■ broadband and narrowband interference■ mobile phones or fax machines used in call centres	<ul style="list-style-type: none">■ feedback oscillation from some cordless phones■ alarm signals■ phone receivers slammed down or dropped■ tones from misdirected facsimiles and modems■ noises made close to the receiver (eg. whistling)

Although acoustic incidents occur in workplaces (mainly call centres), only a very small proportion cause the symptoms known as ‘acoustic shock’ in workers.

High background noise levels at the workplace can increase the risk of acoustic shock occurring from an acoustic incident. For example, operators may raise the volume in their headsets to improve hearing thereby increasing the impact of any sudden, loud telephone noise. When an acoustic incident occurs, the operator’s automatic reaction may be to remove the headset or receiver as quickly as possible and, in some cases, this may help prevent or reduce the effects of acoustic shock.

Other factors, such as a middle ear inflammation and feelings of tension, may increase the likelihood of an acoustic shock resulting from an acoustic incident.

ACOUSTIC SHOCK SYMPTOMS

The effect on individuals can vary greatly for the same increase in sound level. Only a small number of people develop symptoms from an acoustic incident. Why a person experiences symptoms after an acoustic incident is not known with certainty and is still being researched.

Some researchers believe that a combination of stress and sudden loud noise causes excessive contraction of the middle ear muscles, triggering the acoustic shock symptoms.

Audiologists have grouped symptoms into three categories:

- Primary (immediate) symptoms, which include but are not limited to:
 - a feeling of fullness in the ear
 - burning sensations or sharp pain around or in the ear
 - numbness, tingling or soreness down the side of face, neck or shoulder
 - nausea or vomiting
 - dizziness
 - tinnitus and other head noises such as eardrum fluttering.

APPENDIX A – OTHER CAUSES OF HEARING LOSS IN THE WORKPLACE

- Secondary symptoms, which include but are not limited to:
 - headaches
 - fatigue
 - a feeling of being off-balance
 - anxiety
- Tertiary symptoms, which include but are not limited to:
 - hypersensitivity (sensitivity to previously tolerated sounds such as loud voices, television and radio)
 - hyper vigilance i.e. being overly alert.

People experiencing such symptoms will respond in different ways. As with other workplace injuries and ill health, some may experience further effects, including anger, anxiety, social isolation and other psychological problems.

Few people suffer hearing loss from acoustic shock. To assist in the diagnosis where this may occur, consideration should be given to baseline audiometric testing of all operators' hearing by a specialist when they commence work to establish their baseline hearing ability.

CONTROL MEASURES

Control measures to eliminate or minimise the risk of acoustic shock include:

- providing high quality headsets with acoustic shock protection devices
- giving prompt attention to damaged equipment and network faults – the equipment or network supplier or an acoustic specialist should be contacted if necessary
- ensuring the proper fitting, use and maintenance of headsets
- reducing background noise in the room
- providing information and training on how to detect warning sounds for example, cordless phones being used too close to the base station at the customer end. Training on warning sounds should also prepare operators to know when to remove headsets as quickly as possible, where necessary
- with hotdesking work, ensuring workers turn the headset volume down as soon as possible after a changeover
- considering work organisation issues, such as unreasonable or unrealistic performance pressures or demands, which may cause tension and distress
- preventing mobile phones from being used in call centres.

APPENDIX A – OTHER CAUSES OF HEARING LOSS IN THE WORKPLACE

CONTROL OF BACKGROUND NOISE IN CALL CENTRES

- Possible control measures to implement include:
- reviewing the design and layout of the room and workstations:
 - reducing external and building service noise
 - reducing reverberation within the room by using sound absorbing materials
 - placing acoustic barriers around/between workstations and other call centre areas
- encouraging people to not talk loudly or hold discussions near operators
- locating fax machines, photocopiers and printers away from operators
- controlling radio noise and use of mobile telephones
- with hotdesking, ensuring changeovers are smoothly managed and quiet
- providing sufficient room for workers to move around at changeover times without crowding.

MANAGING ACOUSTIC INCIDENTS

After an acoustic incident, the worker should:

- remove the headset immediately
- in some circumstances, move to the 'break out' area
- report the incident and any symptoms to the supervisor
- discuss with the supervisor their ability to continue work and, where appropriate, relocate to another workstation.

After an acoustic incident, you should:

- ensure the event is recorded and logged
- discuss the incident and ability to continue work with the worker
- where symptoms are persistent or severe, refer the worker to a general practitioner and/or an audiologist for assessment and treatment of possible injury
- enquire into the cause of the noise, including whether it is from an internal or external source
- ensure the headset and other equipment is checked for clarity of sound and possible damage and faults
- remove damaged or faulty equipment from service
- review the adequacy of the noise control measures and general working environment.

APPENDIX B – NOISE HAZARD IDENTIFICATION CHECKLIST

Description of work location: _____

Activities at workstation: _____

Assessed by: _____

Date: _____

'Yes' to any of the following indicates the need to carry out a noise assessment if exposure to the noise cannot be immediately controlled.

Hazard identification questions	Yes	No
1. Is a raised voice needed to communicate with someone about one metre away?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do your workers notice a reduction in hearing over the course of the day? (This may only become noticeable after work, for example, needing to turn up the radio on the way home)	<input type="checkbox"/>	<input type="checkbox"/>
3. Are your workers using noisy powered tools or machinery?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are there noises due to impacts (such as hammering, pneumatic impact tools) or explosive sources (such as explosive powered tools, detonators)?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are personal hearing protectors used for some work?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do your workers complain that there is too much noise or that they can't clearly hear instructions or warning signals?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do your workers experience ringing in the ears or a noise sounding different in each ear?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do any long-term workers appear to be hard of hearing?	<input type="checkbox"/>	<input type="checkbox"/>
9. Have there been any workers' compensation claims for noise-induced hearing loss?	<input type="checkbox"/>	<input type="checkbox"/>
10. Does any equipment have manufacturer's information (including labels) indicating noise levels equal or greater than any of the following:	<input type="checkbox"/>	<input type="checkbox"/>
(a) 80 dB(A) $L_{Aeq,T}$ (T= time period over which noise is measured)?	<input type="checkbox"/>	<input type="checkbox"/>
(b) 130 dB(C) peak noise level?	<input type="checkbox"/>	<input type="checkbox"/>
(c) 88 dB(A) sound power level?	<input type="checkbox"/>	<input type="checkbox"/>
11. Do the results of audiometry tests indicate that past or present workers have hearing loss?	<input type="checkbox"/>	<input type="checkbox"/>
13. Are any workers exposed to noise and ototoxins in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>
14. Are any workers exposed to noise and hand-arm vibration?	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX C – READY RECKONER

Tables C1 to C3 provide a simple way of working out a worker's $L_{Aeq,8h}$ (eight-hour equivalent continuous sound pressure level) if you know the noise level and duration of each of the noisy tasks carried out by the worker during the work shift.⁴

From Tables C1 or C2 you read off the number of “noise exposure points” that correspond to a particular task's noise level and exposure duration. Table C1 is for noise levels between 75 and 105 dB(A) and Table C2 is for higher noise levels between 95 and 125 dB(A).

For example, a task producing a noise level at the worker's ear of 93 dB(A) that is done for two lots of 30 minutes in a shift (i.e. one hour total) produces 80 noise exposure points. Another task with a noise level of 120 dB(A) for one minute during the shift produces 670 points.

These points can be added (in the normal arithmetic way) to give the total exposure points for the shift. Table C3 is then used to convert the total points to the $L_{Aeq,8h}$.

In the example above, if these were the only noisy tasks carried out by the worker, the points total is 750 and (from Table C3, rounding to the nearest whole decibel) the $L_{Aeq,8h}$ for the worker is 94 dB(A).

This calculated $L_{Aeq,8h}$ value can be compared with the exposure standard for noise i.e. $L_{Aeq,8h} = 85$ dB(A). Additionally, noise exposure points can be used to prioritise the noise control program by showing which tasks make the greatest contribution to the total noise exposure.

In the example above the worker's $L_{Aeq,8h}$ is greater than the standard, so noise control action is needed. Although it only lasts for one minute, the 120 dB(A) task contributes more than eight times as much as the other task to the total exposure and so should be the first one tackled.

In this scheme the exposure standard for noise – $L_{Aeq,8h} = 85$ dB(A) – is 100 points.

⁴ Based on Health and Safety Executive UK guidance material with the points used in the tables derived from procedures in AS/NZS1269.1

Table C1 Exposure points for 75-105 dB(A)/15minutes – 12 hours

Sound Level L _{Aeq,T} dB(A)	Duration of exposure per shift							
	15 min	30 min	1 h	2 h	4 h	8 h	10 h*	12 h*
105	320	640	1270	2530	5060	10120	12650	15180
104	250	500	1000	2010	4020	8040	10050	12060
103	200	400	800	1600	3200	6400	8000	9600
102	160	320	640	1270	2540	5070	6340	7600
101	130	250	500	1010	2010	4030	5040	6040
100	100	200	400	800	1600	3200	4000	4800
99	80	160	320	640	1270	2540	3180	3810
98	63	130	250	500	1010	2020	2520	3030
97	50	100	200	400	800	1600	2000	2410
96	40	80	160	320	640	1270	1590	1910
95	32	63	130	250	510	1010	1260	1520
94	25	50	100	200	400	800	1000	1210
93	20	40	80	160	320	640	800	960
92	16	32	63	130	250	510	630	760
91	13	25	50	100	200	400	500	600
90	10	20	40	80	160	320	400	480
89	7.9	16	32	64	130	250	320	380
88	6.3	13	25	50	100	200	250	300
87	5.0	10	20	40	80	160	200	240
86	4.0	8.0	16	32	64	130	160	190
85	3.2	6.3	13	25	50	100	130	150
84	2.5	5.0	10	20	40	80	100	120
83	2.0	4.0	8.0	16	32	64	80	96
82	1.6	3.2	6.3	13	25	51	63	76
81	1.3	2.5	5.0	10	20	40	50	60
80	1.0	2.0	4.0	8.0	16	32	40	48
79	0.8	1.6	3.2	6.4	13	25	32	38
78	0.6	1.3	2.5	5.0	10	20	25	30
77	0.5	1.0	2.0	4.0	8.0	16	20	24
76	0.4	0.8	1.6	3.2	6.4	13	16	19
75	0.3	0.6	1.3	2.5	5.1	10	13	15

Table C2 Exposure points for 95-125 dB(A)/5 seconds – 10 minutes

Sound Level L _{Aeq,T} dB(A)	Duration of exposure per shift							
	5 sec	10 sec	15 sec	30 sec	1 min	2 min	5 min	10 min
125	180	360	530	1050	2110	4220	10540	21080
124	140	280	420	840	1680	3350	8370	16750
123	110	220	330	670	1330	2660	6650	13300
122	90	180	260	530	1060	2110	5280	10570
121	70	140	210	420	840	1680	4200	8390
120	56	110	170	330	670	1330	3330	6670
119	44	88	130	270	530	1060	2650	5300
118	35	70	110	210	420	840	2100	4210
117	28	56	84	170	330	670	1670	3340
116	22	44	66	130	270	530	1330	2650
115	18	35	53	110	210	420	1050	2110
114	14	28	42	84	170	330	840	1680
113	11	22	33	67	130	270	670	1330
112	8.8	18	26	53	110	210	530	1060
111	7.0	14	21	42	84	170	420	840
110	5.6	11	17	33	67	130	330	670
109	4.4	8.8	13	26	53	110	270	530
108	3.5	7.0	11	21	42	84	210	420
107	2.8	5.6	8.4	17	33	67	170	330
106	2.2	4.4	6.6	13	27	53	130	270
105	1.8	3.5	5.3	11	21	42	110	210
104	1.4	2.8	4.2	8.4	17	33	84	170
103	1.1	2.2	3.3	6.7	13	27	67	130
102	0.9	1.8	2.6	5.3	11	21	53	110
101	0.7	1.4	2.1	4.2	8.4	17	42	84
100	0.6	1.1	1.7	3.3	6.7	13	33	67
99	0.5	0.9	1.3	2.7	5.3	11	27	53
98	0.4	0.7	1.1	2.1	4.2	8.4	21	42
97	0.3	0.6	0.8	1.7	3.3	6.7	17	33
96	0.2	0.5	0.7	1.3	2.7	5.3	13	27
95	0.2	0.4	0.5	1.1	2.1	4.2	11	21

Table C3 Conversion	
total exposure points	L _{Aeq,8h} dB(A)
32000	110
25420	109
20190	108
16040	107
12740	106
10120	105
8040	104
6400	103
5070	102
4030	101
3200	100
2540	99
2020	98
1600	97
1270	96
1010	95
800	94
640	93
510	92
400	91
320	90
250	89
200	88
160	87
130	86
100	85
80	84
64	83
51	82
40	81
32	80
25	79
20	78
16	77
13	76
10	75

Notes:

If there is only one source of noise exposure, a quick glance at the background colour of the table cell corresponding to the sound level and duration of exposure will tell you if the worker is:

(a) above the L_{Aeq,8h} 85 dB(A) exposure standard - **Red**

(b) well below the L_{Aeq,8h} 85 dB(A) standard - **Green**

(c) marginal (between L_{Aeq,8h} 80 and 85 dB(A)) - **Yellow**

For durations of exposure not listed in the table, add together the points from two durations that together give the same duration. For example, for 5 hours at 95 dB(A), add together the points for 4 hours at 95 dB(A) and 1 hour at 95 dB(A) – that is 510 + 130, giving a total of 640 points.

The tables can be extended to include both higher and lower sound levels. A change of 10 dB(A) results in a tenfold change in the points. For example, one hour exposure at 108 dB(A) will give 10 times the points for one hour at 98 dB(A), that is, 2500 points.

For workshift lengths of 10 hours or more (*), the adjustments listed in Table 3 should be added to the L_{Aeq,8h} before comparing the result with the exposure standard for noise.

Example: Carpenter working a 10.5-hour shift using tools and machines listed below.

Machine/Process	Measured Sound Level $L_{Aeq,T}$ dB(A)	Duration per shift
Circular Saw – cutting hardwood	94	2 h
Planer – planing hardwood	100	3 h
Power Drill – drilling hardwood	87	4 h
Hammering nails into wood	98	10 min
Background	70	1 h 20 min

If you want to just quickly see if the carpenter is exposed above the $L_{Aeq,8h} = 85$ dB(A) noise standard, look up points for 94 dB(A) and 2 h in Table C1. You will see that the cell is red, so you know without going any further that the carpenter is exposed to noise above the standard.

If you want to actually work out the carpenter's 8h-equivalent continuous noise level, $L_{Aeq,8h}$, then use Tables C1, C2 and C3 as below:

Machine/Process	Sound Level $L_{Aeq,T}$ dB(A)	Duration per shift	Points
Circular Saw – cutting hardwood	94	2 h	200
Planer – planing hardwood	100	3 h	2 h 800 1 h 400
Power Drill – drilling hardwood	87	4 h	80
Hammering nails into wood	98	10 min	42
Background	70	1 h 20 min	1 h 0.4 20 m 0.1
		Total 10.5 h	Total 1522.5

From Table C3: $L_{Aeq,8h} = 97$ dB(A), but as the shift is 10.5 hours, an adjustment of +1 dB(A) is needed, hence the adjusted $L_{Aeq,8h} = 98$ dB(A).

APPENDIX D – CONTENTS OF NOISE ASSESSMENT REPORT

Checklist: What should be included in a noise assessment report?	If present
When	
Date of Assessment	<input type="checkbox"/>
Who	
Name of Assessor	<input type="checkbox"/>
Information (background/qualifications) of assessor	<input type="checkbox"/>
Equipment used	
Type of equipment used to take measurements	<input type="checkbox"/>
Calibration details for equipment	<input type="checkbox"/>
How the noise measurements were taken	
Where measurements were taken (general area or operator ear position)	<input type="checkbox"/>
Period of time over which the measurements were taken	<input type="checkbox"/>
What was assessed	
The area, plant, process, activity and workers that were assessed	<input type="checkbox"/>
Source of noise	
The sources (plant/process/jobs) of the noise	<input type="checkbox"/>
Whether all the noise sources that may be operating at the time were taken into account	<input type="checkbox"/>
Whether there were any significant noise sources that were not operating during the assessment	<input type="checkbox"/>
Systems of work	
Brief description of the work activity (how it's done; plant/process/activity/operating conditions/duration of process etc)	<input type="checkbox"/>
Hours of workshift (eg 8-hour or 12-hour shift)	<input type="checkbox"/>
Whether assessment is for a normal/typical day or for a worst case scenario	<input type="checkbox"/>
Results	
The results of measurements in terms of levels and durations	<input type="checkbox"/>
Interpretation of the results, (i.e. compared to exposure standards; what do the results mean etc.; ranking of noise sources)	<input type="checkbox"/>
Action Required	
Any obvious noise controls that could be implemented, or the need for more detailed noise control study	<input type="checkbox"/>
Other relevant factors	
Information on and adequacy of any control measures already in place and hearing protectors used during the assessment	<input type="checkbox"/>
Where relevant, information about the environment (types of walls, surfaces, buildings, operational state of machinery, etc.)	<input type="checkbox"/>

APPENDIX E – ENGINEERING CONTROL MEASURES

The following are 10 simple noise control techniques that have wide application across industry. In many cases they will produce substantial noise reductions quickly and cheaply, with little or no effect on normal operation or use of plant.⁵

1. DAMPING

Typical applications - Chutes, hoppers, machine guards, panels, conveyors, tanks

Technique

There are 2 basic techniques:-

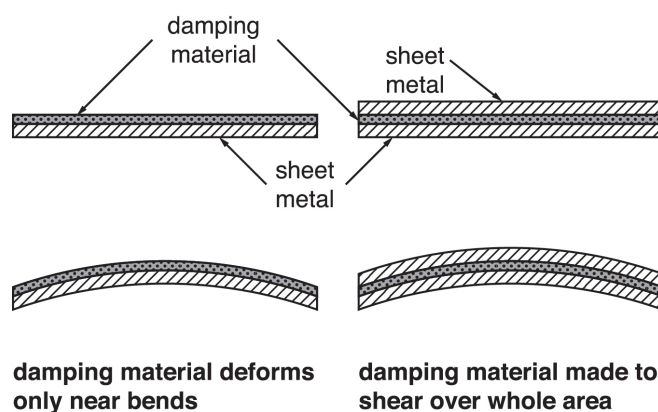
- unconstrained layer damping where a layer of bitumastic (or similar) high damping material is stuck to the surface
- constrained layer damping where a laminate is constructed

Constrained layer damping is more rugged and generally more effective. Either re-manufacture guards, panels or other components from commercially available sound deadened steel or buy self-adhesive steel sheet. The latter can simply be stuck on to existing components (inside or outside) covering about 80% of the flat surface area to give a 5 - 25 dB reduction in the noise radiated (use a thickness that is 40 per cent to 100 per cent of the thickness of the panel to be treated).

Limitations: the efficiency falls off for thicker sheets. Above about 3mm sheet thickness it becomes increasingly difficult to achieve a substantial noise reduction.

unconstrained layer of damping material

damping material in sandwich construction



2. FAN INSTALLATIONS

Typical applications - Axial flow or centrifugal fans.

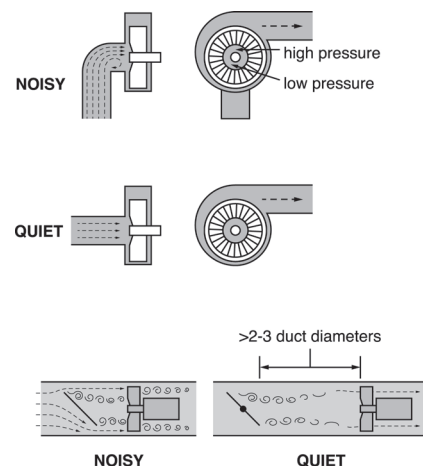
Technique

Maximum fan efficiency coincides with minimum noise. Any fan installation feature that tends to reduce fan efficiency is therefore likely to increase noise. Two of the most common examples are bends close to the fan (intake side in particular) and dampers close to the fan intake or exhaust.

Ideally, for maximum fan efficiency and minimum noise, make sure there is at

least 2 - 3 duct diameters of straight duct between any feature that may disturb the flow and the fan itself.

Noise reductions of 3 -12 dB are often possible



⁵ Source Health and Safety Executive UK

3. DUCTWORK

Typical applications - Extraction, ventilation, cooling, openings in walls and enclosures.

Technique

Instead of fitting silencers, it is often possible to achieve a 10 - 20 dB reduction in airborne noise from a duct or opening by lining the last bend in the ductwork with acoustic absorbent (foam or rockwool / fibreglass). Alternatively, construct a simple absorbent lined right-angled bend to fit on the opening. Ideally, either side of the bend should be lined along a length equivalent to twice the duct diameter. Where flow velocities are high (> 3m/s), consider using cloth faced absorbent. Duct vibration can usually be treated by damping (as above).

4. FAN SPEED

Typical applications - Axial or centrifugal flow fans.

Technique

Fan noise is roughly proportional to the 5th power of fan speed. So in many cases it is possible to achieve a large noise reduction from a small drop in fan speed by changing control systems or pulley sizes and re-setting dampers. The following table provides a guide to the trade-off that can be expected.

FAN SPEED REDUCTION	NOISE REDUCTION
■ 10%	■ 2 dB
■ 20%	■ 5 dB
■ 30%	■ 8 dB
■ 40%	■ 11 dB
■ 50%	■ 15 dB

5. PNEUMATIC EXHAUSTS

Technique

Almost invariably it is possible to reduce pneumatic exhaust noise permanently by 10 - 30 dB by fitting effective silencers. The following are the practical points that can make the difference between success and failure:-

- *back pressure* : fit a larger coupling and silencer
- *clogging* : fit a straight-through silencer that cannot clog (and has no back pressure)
- *multiple exhausts* : manifold them into a single, larger diameter pipe fitted with the rear silencer from virtually any make of car (from your local tyre and exhaust fitter). Typically 25 dB reduction.

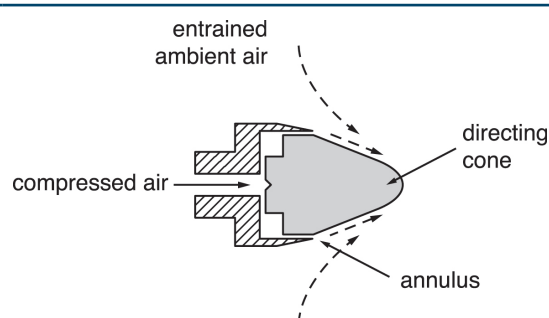
Note : a well designed silencer will not increase system back pressure.

6. PNEUMATIC NOZZLES

Typical applications - Cooling, drying, blowing

Technique

In most cases, it is possible to replace existing nozzles (usually simple copper pipe outlets) for quiet, high efficiency units. These not only reduce noise levels by up to 10 dB, but also use less compressed air. The types of nozzle to look out for are entraining units (schematic at right) from various manufacturers and in a variety of sizes.

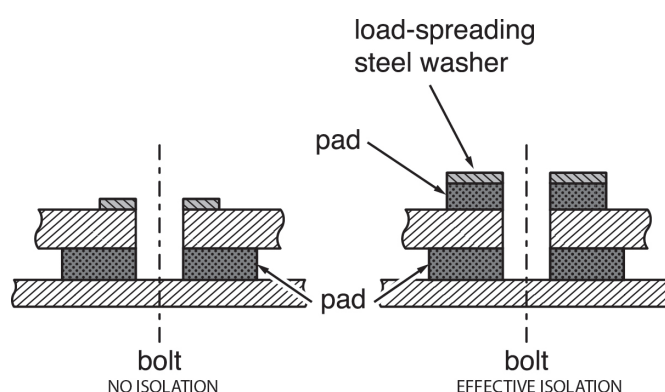


7. VIBRATION ISOLATION PADS

Typical applications - Machine feet, pumps, mezzanine installations

Technique

Mounting motors, pumps, gearboxes and other items of plant on rubber bonded cork (or similar) pads can be a very effective way of reducing transmission of vibration and therefore noise radiated by the rest of the structure. This is particularly the case where vibrating units are bolted to steel supports or floors. However, a common error with the use of these pads is for the bolt to "short-circuit" the pad, resulting in no isolation. Additional pads should be fitted under the bolt heads as shown.



There are many types of off-the-shelf anti-vibration mounts available, for instance rubber/neoprene or spring types. The type of isolator that is most appropriate will depend on, among other factors, the mass of the plant and the frequency of vibration to be isolated. Any supplier of anti-vibration mounts will be able to advise you on this.

8. EXISTING MACHINE GUARDS

Technique

The existing guards on many machines can often be improved to provide a significant noise reduction. The two principles involved, which must be used in combination, are:-

(i) *Minimise gaps*

Reducing by half the “gap” open area in a set of guards can reduce the noise by 3 dB. If you can reduce the openings (flexible seals, additional close fitting panels etc) by 90 per cent, then a 10 dB noise reduction is possible.

(ii) *Acoustic absorbent*

Lining a significant proportion of the inside of the guards with acoustic absorbent (foam, rockwool / fibreglass) will reduce the noise “trapped” by the guards.

Consequently, less noise will escape through any gaps. Failure to line the inside of the guards could result in an increase in noise at the operator’s position if the gaps have been minimised as in (i) above.

In most cases, both sets of modifications can be tested in mock-up form using cardboard (and wide tape) to extend the guarding and temporarily fitting areas of acoustic foam inside. Not only does this process help with the practical aspects (access, visibility etc), but it usually also provides a very good indication of the noise reduction that can be expected. Guard vibration radiated as noise can also be treated via damping (as above).

9. CHAIN & TIMING BELT DRIVES

Technique

Noisy chain drives can often be replaced directly with quieter timing belts. Within the range of timing belts available, there are also quiet designs that use different tooth profiles to minimise noise. There is also a new design of belt for applications where noise is critical which uses a chevron tooth pattern to provide very quiet running. Noise reductions in the range of 6 - 20 dB are often possible using this approach.

10. ELECTRIC MOTORS

Technique

Most companies have large numbers of electric motors used on anything from fans to pumps to machine tools. However, it is not very common knowledge that general duty motors are available (at little or no cost premium) that are up to 10 dB(A) or more quieter than typical units as direct replacements. The best approach is to feed these motors into the system over a period of time so that all replacement motors are quiet motors.

LIST OF AMENDMENTS

Date	Page Number	Amendments
3 September 2015	36	Appendix C - Table C1 Colour coding in row 84 column 10h* (100) and row 83 column 12*h (96) changed from red to yellow.



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THIS CODE PROVIDES GUIDANCE
ON HOW TO MANAGE THE RISKS
OF HEARING LOSS ASSOCIATED
WITH NOISE IN THE WORKPLACE.

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