
Australian Animal Welfare Standards and Guidelines

Exhibited Animals – General

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www.australiananimalwelfare.com.au

www.zooaquarium.org.au/

www.mincos.gov.au

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Disclaimer: The information contained in this publication is based on knowledge and understanding at the time of writing (March 2014). However, because of advances in knowledge, users are reminded of the need to ensure that information upon which they rely is up to date and to check currency of the information with the appropriate officer of the Department of Primary Industries or the user's independent adviser.

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Introduction

Purpose

The principal purpose of this document is to describe standards and guidelines that ensure the welfare and security of *animals* used for *exhibition purposes*.

This document promotes measures and conditions that, if implemented, would see exhibited *animals* kept to the same standard throughout Australia.

The document considers a broad range of operational issues facing *facilities* that keep *animals* for *exhibition purposes*. Failure to address these issues could result in adverse animal welfare and security outcomes.

Scope

These standards and guidelines apply to those people and industries responsible for the care and management of:

- *animals* kept for *exhibition purposes* at *facilities*, i.e. for display, conservation, education and entertainment;
- *animals* during their temporary removal from a *facility*; and
- *animals* during their transport to or from a *facility*.

These standards do not apply to:

- wild *animals* (i.e. free-living and not confined to a *facility* by an *enclosure*, a leash or by management practices);
- the keeping of *animals* solely for the purposes of feeding to other *animals* at the *facility*;
- feeding of wild *animals*;
- *animals* kept for *animal* competitions, horse racing and sporting events, wildlife farming and domestic *animal* farming;
- wildlife rehabilitation of *animals* that are not displayed to the public at the *facility*;
- *animals* at pet shops; or
- circuses and mobile exhibitors.

These standards and guidelines should be considered in conjunction with other requirements for *animals* kept for *exhibition purposes*, and related Commonwealth, state and territory legislation for:

- animal welfare;
- exhibiting *animals*;
- pest control; and
- nature conservation.

Where legislation requires a higher standard than these standards, the higher standard will apply.

Interpretation

- **Objective** – the intended outcome(s) of a section of the standards and guidelines.
- **Standards** – the acceptable *animal* welfare and security requirements designated in this document. They are requirements that must be met under law with respect to *animals* kept for *exhibition purposes*.

The standards are intended to be clear, essential and verifiable statements. However, not all issues are able to be well defined by scientific research or are able to be quantified. Standards use the word “must”. Non-compliance with one or more standards will constitute an offence under law.

They are presented in a box and are numbered consecutively with the prefix 'S', beginning with S1.1.

- **Notes** – provide background and guidance on interpreting the standards.
- **Guidelines** - complement the standards by providing advice and/or recommendations to achieve desirable *animal* welfare and security outcomes. Non-compliance with guidelines does not constitute an offence under law. .

They are numbered consecutively with the prefix 'G' beginning with G1.1.

Document organisation

The *Australian Animal Welfare Standards and Guidelines. Exhibited Animals – General* apply to all *animals* kept for *exhibition purposes* at *facilities*.

Related documents, referred to generically as *taxon standards*, contain standards and guidelines that apply to the keeping of a specific *animal* group for *exhibition purposes* at *facilities*. They are additional to the standards and guidelines in the *Australian Animal Welfare Standards and Guidelines. Exhibited Animals – General*.

The following topics are considered throughout the standards and guidelines.

- Responsibilities;
- Security;
- Enclosures;
- Dietary and water requirements;
- Health and wellbeing;
- Reproductive management;
- Euthanasia;
- Capture and restraint;
- Training;
- Interactive programs;
- Transportation; and
- Animal identification and records.

Under these headings are subheadings which will not appear in the *taxon standards* if there are no additional requirements for that specific *taxon*.

Definitions are given in the beginning of this document. Defined words in this document are italicised.

Review

Within five years of the ratification/implementation of the *Australian Animal Welfare Standards and Guidelines. Exhibited Animals – General*, or earlier if necessary, the stakeholders shall review the national standards for redundancy, inconsistencies and omissions resulting in the production of a revised version.

Definitions

Animal: all members of the *animal* kingdom (other than humans), including in the pre-natal, pre-hatched, larval or other such developmental stage, that are kept for *exhibition purposes*.

Animal collection management plan: A *facility's* plan to facilitate sound reproductive management, identifying:

- i. Whether the *facility's* objective is to breed one or more species;
- ii. If the objective is to breed: a) the desired quantity of offspring; (b) the purpose of any intended breeding (e.g. maintain genetic diversity, population numbers, supply another *facility* etc); and c) the *enclosure(s)* where offspring can be held; and
- iii. If the objective is not to breed, identify how breeding will be controlled.

Animal transaction: acquisition or disposal of an *animal* by a *facility*. This does not include short-term removal from the *facility* for temporary purposes such as *veterinary* treatment or to give a presentation off-site.

Approved management program:

- i. a Zoo and Aquarium Association approved species management plan; or
- ii. other breeding program approved by the *government authority*.

Arboreal animal: an *animal* that primarily lives, and moves about, in trees.

Authorisation: *authorisation* given by the *operator*.

CITES: Convention on International Trade in Endangered Species of Wild Fauna and Flora. CITES is an international agreement between governments, including Australia, which aims to ensure that the international trade of wild species does not threaten their survival.

Dangerous animal: an *animal* that may be reasonably suspected as capable of causing serious injury (i.e. serious damage to health requiring medical attention and ongoing treatment) to or death of a human.

Disease: any condition suffered by an *animal* where normally accepted parameters of health are not met.

Drive-through enclosure: an *enclosure* into which *vehicles* containing members of the public may enter.

Emergency: A sudden, urgent, unexpected occurrence requiring immediate action, including, but not limited to, *animal* escapes/attacks/thefts, storms and cyclones, flooding, fire, loss of essential services, *disease* outbreaks, medical emergencies, hazardous chemical incidents, earthquakes and building collapse, loss of *staff* and human activity that places other humans or *animals* at risk (e.g. releasing *animals*, damage to *enclosures*, unauthorised access to *enclosures*, attempts to harm *animals*, terrorist activity.).

Enclosure: an area or space used to accommodate an *animal* that is surrounded by a barrier capable of containing the animal..

Enrichment: Enrichment is designed to support an animal's psychological health and general wellbeing. It is a concept which describes how the environments of captive *animals* can be changed for the benefit of the inhabitants. Opportunities that may arise or increase as a result of *enrichment* can be generally described as environmental *enrichment*.

Euthanasia: the humane killing of an *animal*.

Exhibition purposes: public display, conservation, public education and public entertainment or other prescribed purposes.

Facility: any premises used for *animal exhibition purposes*, and includes:

- i. any land or place (whether or not wholly or partly built upon or covered by water);

- ii. a tent, stall or other structure, whether permanent or temporary; and
- iii. a *vehicle*.

Facility perimeter fence: a structure surrounding a *facility* that discourages and makes difficult unauthorised human entry to the *facility*.

Furniture: any structure or thing within an *enclosure* that the *animal* has access to. This includes perches, shelter, troughs, ropes, pools, *enrichment* toys, trees, vegetation and logs.

Government authority: a federal, state or territory regulatory body responsible for pest control, conservation, or regulation of *animal exhibition* and/or *animal welfare*.

Gregarious animal: an *animal* that tends to form a group with others of its own species.

Group animal: an *animal* that naturally lives in large social groups and that has a natural generation time of less than three years or weighs less than 20 grams as an adult or is managed in a manner that precludes individual identification.

Handling: any deliberate disturbance or interruption of an *animal's* normal activity by a person, including touching, distracting, manipulating, training, restraining, catching, holding, carrying, moving or transporting the *animal*, whether by or under the supervision of a *keeper*.

Health program: a preventative and curative program for the care of *animals*.

Holding enclosure: an *enclosure* which is smaller than the *enclosure* size required by the relevant *taxon standard* for the *animal* it holds but does not include an *animal* container being used during *transportation*.

IATA: International Air Transport Association.

Independent animal: an *animal* at a stage of development where it is not dependent on parental care for its survival.

Individual permanent identification: a marker that allows a specimen to be distinguished from conspecifics by a third party and includes:

- i. ear tags, leg bands and micro-chips;
- ii. drawings or photographs for specimens that have unique, readily distinguishable, permanent markings and/or colourations;
- iii. physiological traits such as unusual or unique physical traits that are permanent and are not likely to manifest in a conspecific in such a way as to render such identifier ineffectual.

Interactive handling: any handling of an animal associated with the animal being used in an *interactive program*. It is not considered to be *interactive handling* when the handling is undertaken by a *keeper* or *veterinarian* as part of routine husbandry procedures or in the delivery of health care.

Interactive handling time: the length of time that an animal is subject to *interactive handling*. *Interactive handling time* includes the duration of any movement or transport to and from the location of an *interactive program*.

Interactive program: activities supervised by one or more *keepers* which encourage a member of the public to touch, feed and/or have close contact with an *animal*, either inside or outside the *animal's* normal *enclosure*. It is not considered to be an *interactive program* when members of the public enter a designated walk-through *animal enclosure* such as a macropod walk-through or a walk-through aviary.

Keeper: a person employed or engaged under the direction of the *operator* or the *operator's* appointed agent who has a responsibility towards an *animal* or group of *animals*.

Licence holder: the holder of a licence authorising the display of *animals* at a *facility*.

Operator: a *licence holder* or a natural person nominated by the *licence holder* to be the person in charge of a *facility*, or, where no licence is held, the person in charge of *animals* held for *exhibition purposes*.

Operant conditioning: learning in which behaviours are altered by the consequences that follow them.

Proficient keeper: a person who is at least 18 years old employed or engaged under the direction of the *operator* or the *operator's* appointed agent who has a responsibility towards an *animal* or group of *animals* and who has, with respect to an *animal*, demonstrated skills and knowledge in:

- i. the basic biology and ecology of the *animal*;
- ii. satisfying the physiological, environmental and behavioural (including social) requirements of the *animal*;
- iii. recognising indicators of sickness or stress in the *animal*;
- iv. the safe handling, *restraint* and transport of the *animal*;
- v. understanding the risk of attacks by the *animal* on themselves, other persons or other *animals*;
- vi. minimising negative stress impacts on the *animal*;
- vii. providing the *animal* with appropriate diets;
- viii. maintaining hygiene standards to prevent *disease*;
- ix. treating the *animal* as directed by a *veterinarian*;
- x. recording information about the *animal* as required by these Standards;
- xi. maintaining *enclosure* security; and
- xii. implementing pest prevention and control measures.

Quarantine: a period of isolation for the purpose of detecting and eliminating infectious *disease*.

Restraint: any method, (whether physical, chemical or behavioural) of preventing an *animal* from performing an act or movement.

Staff: all persons who have been given a level of responsibility associated with the *facility* and includes, but is not limited to, *keepers*, volunteers, contractors, caterers, gate/ticket collectors, security officers and supervisors.

Stereotypic behaviour: a movement or sequence of movements that are repeated with little or no variation and which either have no obvious purpose or indicate a welfare problem, and may include swaying, weaving, circling, pacing, excessive aggression or dominance, excessive grooming and self-mutilation.

Substrate: the material that covers the ground or floor, for example bedding or litter placed on the flooring of a cage, box, stall or *enclosure*, or the soil or grass covering of an outdoor ground surface.

Taxon standards – an Australian Animal Welfare Strategy Standards and Guidelines document that stipulates standards and guidelines for a specific *animal* or group of *animals*.

Terrestrial animal: an *animal* that primarily lives and moves on the ground.

Thermoregulation: the regulation of an *animal's* body temperature to an optimum level by behavioural or physiological means.

Training: teaching *animals* specific responses to specific conditions or stimuli.

Transportation: the process of moving an *animal* to or from a *facility*.

Vehicle: a means of *transport*, including, but not limited to, a car, truck, bus, aircraft, boat, trailer, train, and tram.

Veterinarian: a registered *veterinarian*.

All definitions cover the singular, plural and all variations of the word.

All definitions apply to *taxon standards* unless stated otherwise.

1 Responsibilities

Objective

Operators and staff understand their responsibilities and collectively manage the *facility* to ensure the health, welfare, safety and security of *animals*.

General

Standards

- S1.1 The *operator* must ensure adequate levels of resources, including staffing and funding resources are available for the maintenance of all *animals*.
- S1.2 The *operator* must ensure *staff* do not handle an *animal* or enter an *enclosure* if affected by a medical condition, medication, substance or illness which substantially impairs reaction speed or hand-eye coordination.
- S1.3 The *operator* must ensure an *animal* is managed in a safe manner that does not endanger the *animal* and other *animals*.
- S1.4 The *operator* must ensure the husbandry of each *animal* is supervised by a *proficient keeper*.
- S1.5 The *operator* must ensure a *proficient keeper* supervises any management of an *animal* by a *keeper* who is not a *proficient keeper*.
- S1.6 The *operator* must keep a record of the *operator's* assessment that a *keeper* is a *proficient keeper*.
- S1.7 The *operator* must ensure *staff* working with a *dangerous animal* or entering or working in an *enclosure* containing a *dangerous animal* are:
- either a *proficient keeper* or under the immediate supervision of a *proficient keeper*;
 - either a *proficient keeper*, a *keeper* or accompanied by a *keeper*;
 - provided with a reliable, immediate means of communication, including but not limited to a two-way radio, phone, or alarm, to alert *staff* familiar with *animal emergency* procedures; and
 - authorised* to do so.
- S1.8 The *operator* must develop, maintain and implement written procedures that address the circumstances in which *staff* can access and enter enclosures used to hold dangerous animals.

Guidelines

- G1.1 An *operator* may utilise a combination of methods and materials to assess whether a member of *staff* should be considered a *proficient keeper*. These include formal and informal training, interview, skills record book and supervisor assessment.
- G1.2 The *operator* should provide *keepers* with opportunities and assistance to expand their knowledge and practical skills in *animal* husbandry through continuing professional education and training from recognised training courses, internal training, performance feedback, visits to other *facilities* and attendance at conferences.
- G1.3 *Training* and assessment records should be kept.

- G1.4 The *operator* should ensure that all *keepers* are provided with a current job description that outlines their responsibilities.
- G1.5 Contingency plans should be developed and maintained to ensure the welfare of *animals* is protected should a *facility* be forced to close.

2 Security

Objective

Animals are held securely to ensure their welfare and prevent pest establishment. Access by unauthorised persons and escape of *animals* is prevented.

General

Standards

- S2.1 The *operator* of a *facility* must ensure that the *facility* has a secure *facility perimeter fence*.
- S2.2 The *operator* must ensure all *enclosures* are designed and maintained for the security, containment and safety of *animals*.
- S2.3 The *operator* must ensure that moats, which may be wet or dry:
- i. are designed and maintained to prevent any *animal* kept in the moated *enclosure* from escaping from the *enclosure*;
 - ii. are designed and maintained to prevent flooding of the moated *enclosure*; and
 - iii. deter unauthorised persons from entering or crossing the moat.
- S2.4 The *operator* must ensure *animals* are contained within *enclosures*, unless authorised by the *operator*. Bees kept for *exhibition purposes* are exempt.
- S2.5 The *operator* must ensure *animals* are not removed from *enclosures* unless the removal is *authorised*.
- S2.6 The *operator* must ensure when an *animal* is removed from its *enclosure*, a *proficient keeper*:
- i. supervises the removal of the *animal*;
 - ii. ensures the *animal* is under appropriate supervision until it is returned to the *enclosure*; and
 - iii. supervises the return of the *animal*.
- S2.7 The *operator* must ensure written procedures, resources and infrastructure are in place to reasonably prevent an *animal* escaping from:
- i. its *enclosure*;
 - ii. its *keeper* when it has been removed from its *enclosure*; and
 - iii. the *facility*.
- S2.8 The *operator* must develop and implement written procedures for recapturing any escaped *animal*.
- S2.9 The *operator* must ensure that escaped *animals* are either captured or contained as soon as is reasonably possible using methods that minimise stress to the *animal* or, where capture is not feasible, *euthanased*.
- S2.10 The *operator* must ensure that entrances to all *enclosures* and off-exhibit areas containing unlocked *enclosures* are kept locked except when the area is being accessed by *staff*. Walk-through *enclosures* are exempt.
- S2.11 The *operator* must ensure that entrances to the *facility* are locked outside opening hours except when being accessed by *staff*, contracted security patrols or others under immediate *staff* supervision.

Guidelines

- G2.1 *Enclosure* integrity should be inspected daily.
- G2.2 All moats should be fitted with an overflow drain/s and a wet moat should be fitted with a reticulated water supply controlled by one or more float valves to ensure the water level complies with S2.3.
- G2.3 Reasons why *animals* may need to be removed from their *enclosure* include:
- i. husbandry;
 - ii. promotion;
 - iii. filming;
 - iv. *veterinary* purposes;
 - v. *transport*;
 - vi. educational presentations;
 - vii. *interactive programs*;
 - viii. specific *enrichment* procedures;
 - ix. research; and
 - x. other purposes approved by a *government authority* with jurisdiction.

Emergency Procedures**Standards**

- S2.12 The *operator* must ensure that written *emergency* procedures are developed, maintained and readily available to effectively and promptly manage *emergencies*.
- S2.13 The *operator* must ensure that *staff* receive training appropriate to the duties allocated to them in the *facility's emergency* procedures.
- S2.14 The *operator* must ensure *emergency* procedures are designed to support the welfare needs of *animals* during an *emergency* and minimise damage to the *facility*.

Guidelines

- G2.4 *Emergencies* include:
- i. *animal* escapes/attacks/thefts;
 - ii. storms and cyclones;
 - iii. flooding;
 - iv. fire;
 - v. loss of essential services;
 - vi. *disease* outbreaks;
 - vii. medical *emergencies*;
 - viii. hazardous chemical incidents;
 - ix. earthquakes and building collapse;
 - x. loss of *staff*; and
 - xi. human activity that places *animals* at significant risk (e.g. releasing *animals*, damage to *enclosure barriers*, unauthorised access to *enclosures*, attempts to harm *animals*, terrorist activity etc.).

G2.5 *Emergency procedures should include:*

- i. a readily available quick reference guide for *staff*;
- ii. a communication plan with a system independent of the main power source to notify and liaise with *staff*, relevant *government authorities* and services, and the public;
- iii. a clear chain of responsibility and identification of *staff* with designated *emergency* roles;
- iv. identification of *staff* trained in the *emergency* procedures and their contact details;
- v. location of, how to gain ready access to, and how to use *animal* capture/containment equipment and lethal and non-lethal deterrents;
- vi. reference to the institution's *euthanasia* policy;
- vii. an effective method of securing the perimeter of the *facility* if it is breached or unsecured;
- viii. debriefing of *staff*;
- ix. annual drills, a documented review of the effectiveness of procedures and, upgrading/updating of procedures as necessary;
- x. directions relating to reporting *emergencies* to the relevant *government authority(s)*; and
- xi. directions relating to the circumstances when evacuation and re-housing of *animals* may be required and the procedures which should be followed.

G2.6 Efforts to recapture escaped *animals* may extend over a period of time where negligible risks exist for:

- i. human safety;
- ii. *animal* safety;
- iii. *disease* transmission; and
- iv. pest establishment.

G2.7 *Euthanasia* should be considered if the recapture of an escaped *animal* is not feasible. This may include situations where there is:

- i. an unacceptable risk to the *animal*, other *animals*, *staff*, other people, the natural environment or other people's property;
- ii. an inability to obtain access to the *animal*; and
- iii. an unacceptable risk of spread of *disease*.

G2.8 Before a battery operated communication device may be relied upon as a primary method for communication in event of an *animal emergency*, the following should be confirmed:

- i. reliable coverage throughout the *facility*;
- ii. protocol to ensure batteries are adequately charged; and
- iii. mobile phones have designated *emergency* contact number/s programmed on speed dial.

3 Enclosures

Objective

Enclosures are designed, constructed and maintained to ensure the welfare, security and safety of *animals*.

General

Standards

S3.1 The *operator* must ensure *enclosures* are provided for:

- i. *exhibition purposes*;
- ii. health and *quarantine*;
- iii. the management of social issues;
- iv. *exhibit* renovation; and
- v. surplus *animals*.

S3.2 The *operator* must ensure *enclosures* are designed, constructed, and managed to:

- i. provide a safe environment for the *animals* contained within them;
- ii. provide for the needs of the *animals* contained within them by providing appropriate:
 - i. temperature and humidity gradients;
 - ii. ventilation;
 - iii. lighting;
 - iv. *enrichment*;
 - v. noise levels;
 - vi. shelter and protection from climate extremes;
 - vii. retreats;
 - viii. *substrate* materials;
 - ix. water filtration;
 - x. spatial dimensions;
 - xi. natural behaviour opportunities (including those required by *taxon standards*);
 - xii. protection from predation;

Note - protection from predation includes:

- i. providing sufficient ground cover for *terrestrial animals* that are at risk from avian predators when kept in open-topped *enclosures*; and
 - ii. finding and removing entry points used by *terrestrial* predators.
- xiii. control of health risks to the *animals*, including those arising from parasites and pests and other unwanted/incompatible *animals* entering the *enclosure*; and

	<ul style="list-style-type: none"> xiv. opportunities for the <i>animals</i> to relax, feel secure, rest and avoid disturbance; iii. control unauthorised entry; and iv. provide a safe environment for <i>animals</i>.
S3.3	<p>Where a moat is used to contain an animal, the <i>operator</i> must ensure the moat is designed and constructed so that:</p> <ul style="list-style-type: none"> i. it does not cause injury if an animal accidentally falls or attempts to enter the moat; ii. allows the animal to easily climb back out of the moat without leaving the <i>enclosure</i>; and iii. if the moat is designed to be part of the area used by the animal, it allows the <i>animal</i> to enter and exit the moat easily.
S3.4	The <i>operator</i> must ensure that <i>enclosure</i> barriers are appropriate for the <i>animals</i> inside that <i>enclosure</i> and in accordance with relevant <i>taxon standards</i> .
S3.5	The <i>operator</i> must ensure that an electric barrier has a backup power source if it is the primary containment barrier for an <i>enclosure</i> .
S3.6	The <i>operator</i> must ensure that <i>enclosures</i> allow for the expression of appropriate natural behaviours of the <i>animals</i> in those <i>enclosures</i> .
	Note - A natural behaviour is not appropriate if it breaches any of the other standards in this document e.g. encouraging predation through the feeding of live prey.
S3.7	The <i>operator</i> must ensure that <i>enclosures</i> are individually and permanently identified with a unique name, number or alphanumeric code.
S3.8	<i>Operators</i> must provide all visitors with accurate information relating to <i>animals</i> within an <i>enclosure</i> , including identification of the species.
S3.9	The <i>operator</i> must ensure that <i>enclosures</i> are constructed and maintained to reasonably prevent visitors from initiating unauthorised contact with the <i>animals</i> .

Guidelines

- G3.1 Stand-off barriers should be used around *dangerous animal enclosures* to ensure *animal safety*.
- G3.2 *Enclosures* should be designed to provide ease of maintenance.
- G3.3 Species-appropriate lighting should mimic the light cycles, levels and spectral distribution normally experienced by the species in its wild habitat.
- G3.4 *Animals* should be able to achieve a sense of security within an *enclosure*, for example, by retreating from other *animals* and from viewing or interacting with the public.
- G3.5 Changes in the direction of fence lines should facilitate movement of the *animals* and avoid collision, entrapment and other hazards.
- G3.6 Support posts, rails, stays and straining wires for fencing should be on the outside of the *enclosure* barrier to provide a safe environment for the *animals*, and, in some cases, to minimise escape opportunities. Where this is not practical care should be taken to place them in a manner which minimises the risk of harm to the *animal* and the risk of escape.
- G3.7 Electric barriers should not be used without visible backup barriers such as moats or non-electric fences in handling areas or when animals are being moved between *enclosures*.
- G3.8 An electric barrier may be used to supplement a primary barrier of an *enclosure* for an *animal* that climbs, jumps and/or is considered a potentially *dangerous animal*.

- G3.9 A sign should be attached to the *enclosure* with details of the *enclosure* identifier.
- G3.10 Techniques for provision of information to visitors include leaflets, signs, booklets, multimedia, keeper talks and interpretative displays.

Gates and Doors

Standards

- S3.10 The *operator* must ensure that *enclosure* gates, doors, slides and other entry and exit devices are designed, constructed, maintained and managed to:
- i. reasonably prevent injury to the *animal*;
 - ii. reasonably prevent unauthorised entry;
 - iii. reasonably prevent *animal* escape; and
 - iv. reasonably prevent an *animal* from tampering with its effective operation or breaching its security.
- S3.11 The *operator* must ensure *enclosure* gates for *dangerous animals* are able to be operated from areas that are secure from the *animal*.

Guidelines

- G3.11 *Enclosure* gates and doors should allow easy, calm movement of *animals* in and out of *enclosures* to minimise the stress of *handling*.
- G3.12 All gates, doors, slides and other entry and exit devices should provide:
- i. a clear view of other entry and exit points and the immediate surrounding area inside the *enclosure*; and
 - ii. if mechanically operated (e.g. electric, air) easy manual operation.
- G3.13 Where an entry/exit does not provide a clear view of *animals*, a documented access procedure should be in place.
- G3.14 All locking devices should indicate when they are locked or unlocked.
- G3.15 Access to *enclosures* containing *dangerous animals* should be from an area capable of containing the *animal* should it escape through the access. Exceptions:
- i. *dangerous animal enclosures*, such as open-topped venomous reptile pits, which are accessed by *staff* climbing a wall that confines the *animal* to the *enclosure*; and
 - ii. *dangerous animal enclosures* which have *vehicular* access that can only be unlocked from inside the *enclosure*.
- G3.16 *Dangerous animal enclosure* gates that are not slide gates should be inward swinging.

Drive-through Enclosures

Standards

- S3.12 The *operator* must ensure that a *vehicle* does not enter a *drive-through enclosure* unless driven by an *authorised driver*.
- S3.13 The *operator* must ensure that a *vehicle* used within a *drive-through enclosure* containing an *animal*:
- i. affords *animals* the same level of protection as the *enclosure* barriers required by the relevant *taxon standards*; and
 - ii. is driven by, or immediately supervised by, a member of *staff* travelling in the *vehicle*.
- S3.14 The *operator* must ensure that a person does not disembark from a *vehicle* inside a *drive-through enclosure* unless the person has been *authorised* to do so.
- S3.15 The *operator* must ensure that electronically operated gates to *drive-through enclosures* have an alternative method of manual control.
- S3.16 The *operator* must ensure that the design and management of *drive-through enclosures* provides sufficient space to minimise the risk of startled *animals* colliding with *vehicles* or fixtures.
- S3.17 The *operator* must ensure that where the *enclosure* contains *dangerous animals* or where controls are specified in the *taxon standard*, a *drive-through enclosure* has controlled access points that:
- i. have a double gate entry and exit; and
 - ii. are monitored and operated by competent *staff*.
- S3.18 The *operator* must ensure the development and implementation of a written contingency plan for dealing with incidents including *emergency* evacuations.
- S3.19 The contingency plan must indicate how:
- i. animal welfare will be ensured if visitors and *staff* need to be removed from a *drive-through enclosure* in the event of a *vehicle* break down or *animal* related *emergency*; and
 - ii. *staff* outside the *enclosure* will be alerted of a *vehicle* break down or *animal* related *emergency*.

Guidelines

- G3.17 People that mechanically operate gates to *drive-through enclosures* should have a clear, unobstructed view of the gate and the immediate surrounding area.
- G3.18 Methods for alerting *staff* outside the *drive-through enclosure* in the event of a *vehicle* break down or *animal* related *emergency* include:
- i. sounding a horn;
 - ii. flashing headlights;
 - iii. calling an *emergency* phone number; and
 - iv. use of two-way radios.

Substrate and Drainage

Standards

- S3.20 The *operator* must ensure that *substrate* used within an *enclosure*:
- i. is not harmful to the *animal*;
 - ii. is kept in a hygienic condition;
 - iii. permits effective drainage; and
 - iv. allows for appropriate natural behaviours.
- S3.21 The *operator* must ensure that drains within an *enclosure* must be designed, constructed and maintained so they:
- i. are not harmful to the *animal*;
 - ii. are in a hygienic state; and
 - iii. permit effective drainage.

Guidelines

- G3.19 Soiled *substrate* should be removed and replaced.
- G3.20 Collection drains in the *enclosure* should be designed to prevent debris from blocking the drain and to allow easy removal of debris.

Enclosure Furniture

Standards

- S3.22 The *operator* must ensure that *enclosures* contain *furniture* that contributes to *enrichment* of the enclosed *animal*, unless otherwise directed by a *veterinarian*.
- S3.23 The *operator* must ensure that *furniture* does not adversely affect the welfare of the *animal*.
- S3.24 The *operator* must ensure that *enclosure furniture* and its placement do not facilitate the escape of an *animal*.
- S3.25 The *operator* must ensure that bathing pools are appropriate to the *animal* and have:
- i. surfaces which are species appropriate;
 - ii. water of a quality and temperature which is not harmful to the *animal*;
 - iii. entry or exit points and surfaces which prevent entrapment; and
 - iv. features which prevent flooding of an *enclosure*, and escape of an *animal* from the *enclosure*.
- S3.26 The *operator* must ensure climbing structures used by *arboreal animals* are maintained in a hygienic condition.

Spatial Requirements

Standards

- S3.27 The *operator* must ensure that the size and shape of an *enclosure* complies with all relevant *taxon standards* or exemptions approved by the relevant *government authority* and is appropriate for:
- i. the species in the *enclosure*;
 - ii. the developmental stage of each *animal* in the *enclosure*;
 - iii. the number of *animals* housed in the *enclosure*; and
 - iv. social groupings.

Holding Enclosures

Standards

- S3.28 The *operator* must not continuously keep an *animal* in a *holding enclosure* for a period longer than 90 days unless the *operator* has been granted approval by the relevant *government authority*.

Note - Management or husbandry purposes that may require an *animal* to be confined in a *holding enclosure* include:

- i. cleaning of the *animal's enclosure*;
 - ii. repair and maintenance of the *animal's enclosure*;
 - iii. overnight security;
 - iv. capture, *restraint*, *transport* or *veterinary* reasons;
 - v. overnight sleeping dens; and
 - vi. as part of, or in preparation for, an *animal* demonstration.
- S3.29 The *operator* must ensure that a *holding enclosure* complies with the *holding enclosure* spatial requirements stipulated by relevant *taxon standards* unless:
- i. the *animal* it encloses is being treated by a *veterinarian* and the *veterinarian* has determined that treatment of the *animal's* condition requires it to be held in a smaller *enclosure*; or
 - ii. approval to hold the *animal* in a smaller enclosure has been granted by the relevant *government authority*.
- S3.30 Where no *holding enclosure* spatial requirements are stipulated by relevant *taxon standards* the *operator* must ensure that the spatial dimensions of a *holding enclosure* are a minimum of 1/3 the *enclosure* spatial requirements stipulated by relevant *taxon standards* unless:
- i. the *animal* it encloses is being treated by a *veterinarian* and the *veterinarian* has determined that treatment of the *animal's* condition requires it to be held in a smaller *enclosure*;
 - ii. approval to hold the *animal* in a smaller enclosure has been granted by the relevant *government authority*; or
 - iii. the *holding enclosure* is used to hold the *animal* for a period not exceeding one hour per day.
- S3.31 The *operator* must ensure that a *holding enclosure* is not used for routine management to rotate an *animal* through an *enclosure* unless:

- i. the *holding enclosure* meets the spatial requirements stipulated by relevant *taxon standards*;
- ii. where no *holding enclosure* spatial requirements are stipulated by relevant *taxon standards*, the *holding enclosure* is a minimum of 1/3 the *enclosure* spatial requirements stipulated by relevant *taxon standards*; or
- iii. the animal is kept in the *holding enclosure* no more than 24 hours in any 48 hour period.

S3.32 The *operator* must have written advice from the treating *veterinarian* that recommends continued holding of an *animal* in a *holding enclosure* if an *animal* undergoing *veterinary* treatment is held for more than seven days in that *holding enclosure* and it is either:

- i. smaller than the *holding enclosure* spatial requirements stipulated by relevant *taxon standards*; or
- ii. where no *holding enclosure* spatial requirements are stipulated by relevant *taxon standards*, smaller than 1/3 of the prescribed *enclosure* dimensions.

4 Dietary and water requirements

Objective

Animals are provided food and water of an appropriate quality and quantity to maximise their health and wellbeing.

Food

Standards

S4.1 The *operator* must ensure that an *animal's* dietary requirements are met.

Note - Meeting an *animal's* dietary requirements includes ensuring:

- i. the food supplied to the *animal* contains sufficient nutrients to ensure normal growth, good health and vitality;
- ii. the quality of the food supplied meets the *animal's* physiological needs;
- iii. the quantity of food supplied is sufficient to maintain normal growth, but not obesity;
- iv. the food does not contain any ingredients or contaminants that are known to be harmful to the *animal*;
- v. species' diets are written and readily available to *keepers*; and
- vi. diets are reviewed and reflect available knowledge.

S4.2 The *operator* must ensure that live vertebrate prey is not provided to an *animal* as part of its diet unless it is essential to the maintenance of the *animal* and is either permitted by the *taxon standards* applicable to that *animal*, or has been approved by the relevant *government authority*.

S4.3 The *operator* must ensure that automated feeding devices are inspected daily to ensure that they are working effectively.

S4.4 The *operator* must ensure that food is:

- i. not placed on *substrate* if ingestion of the *substrate* is likely to be harmful to the *animal*;
- ii. provided by a regime that ensures that each *animal* in the *enclosure* has access to sufficient food to maintain good health;
- iii. presented in a manner that reasonably prevents contamination by pest *animals*; and
- iv. presented in a manner which is appropriate to the *animal's* natural behaviour, except where this would breach the standard relating to feeding of live vertebrate prey.

Guidelines

G4.1 Feeding *animals* with live vertebrate prey should not be undertaken during public viewing.

G4.2 *Animals* should be fed in a manner appropriate to the *animal's* natural behaviour, except where this would breach the standard relating to the feeding of live vertebrate prey.

G4.3 Items used to provide food to *animals* should:

- i. not be used for any other purpose;
- ii. be clean and designed to avoid risk of injury to the *animals*; and
- iii. minimise the risk of contamination and soiling by the *animals*.

Water

Standards

- S4.5 The *operator* must ensure that *animals* have appropriate access to drinking water of sufficient quality and quantity to ensure good health and vitality.
- S4.6 The *operator* must ensure that automated drinking water devices are inspected daily to ensure they are working effectively.

Guidelines

- G4.4 Receptacles used to provide drinking water to *animals* should:
- i. not be used for any other purpose;
 - ii. be easy to clean and designed to avoid risk of injury to the *animals*;
 - iii. be placed in such a position that each *animal* in the *enclosure* has easy access to sufficient water and the risk of contamination and soiling by the *animal* is minimised;
 - iv. be sufficiently sturdy to minimise the risk of breakage by *animals*; and
 - v. be regularly and thoroughly cleaned.
- G4.5 Frequent water changes may be necessary if *animals* utilise water as part of their feeding behaviour.

5 Health and wellbeing

Objective

The health and wellbeing of *animals* is maximised, and *disease* and *disease* transmission is prevented.

General

Standards

- S5.1 The *operator* must ensure written procedures indicating how to maintain the acceptable range of an environmental parameter are developed, maintained and implemented where a *taxon standard* stipulates an environmental parameter.
- S5.2 The *operator* must ensure that environmental conditions within an *enclosure* are maintained in a manner appropriate to the *animals* held within that *enclosure*.
- S5.3 The *operator* must ensure that *enclosures* are cleaned to maintain the health of the *animal*.
- S5.4 The *operator* must ensure that effective *health programs* are implemented and include:
- i. prevention, diagnosis, control and appropriate treatment of *diseases*, injuries and abnormal behaviours;
 - ii. appropriate and regular monitoring to assess the health and well-being of the *animals*;
 - iii. routine husbandry treatments;
 - iv. circumstances for the engagement of a *veterinarian*; and
 - v. provision of *staff* training and guidance in *animal handling* and immobilisation.

Note - Routine husbandry treatments may include:

- i. hoof trimming;
 - ii. tooth grinding;
 - iii. claw trimming;
 - iv. shaving; and
 - v. grooming.
- S5.5 The *operator* must ensure that appropriate *handling* and treatment equipment are available to the *facility*.
- S5.6 The *operator* must ensure adequate backup systems or support alternatives are available and maintained where an *animal's* wellbeing is dependent on external utilities, including but not limited to power, ventilation, air conditioning and water quality.
- S5.7 The *operator* must ensure immediate measures are taken to assess the cause, correct or treat the problem, and minimise the impact on the *animal* and other *animals*, if an *animal's* behaviours:
- i. are outside the range of acceptable species behaviours;
 - ii. may compromise itself or another *animal*; or
 - iii. are outside the range of acceptable species behaviours and may compromise another *animal*.
- S5.8 The *operator* must ensure *gregarious animals* are not held alone in an *enclosure* other

than for the shortest possible time consistent with:

- i. *veterinary* reasons;
- ii. *quarantine* measures;
- iii. *taxon standards*;
- iv. *animal* introductions or disposal;
- v. husbandry or management purposes;
- vi. *training* or conditioning programs; or
- vii. an approval issued by the relevant *government authority*.

Note - Husbandry and or management purposes which may require a *gregarious animal* to be held alone in an *enclosure* include:

- i. during breeding season when a submissive individual *animal* needs to be removed from the group until aggression associated with breeding ceases;
- ii. during a breeding event where an individual *animal* raising offspring may need to be held separately from the group for the safety of the dependant offspring; and
- iii. during feeding to ensure that a submissive individual *animal* can gain proper access to food.

S5.9 The *operator* must ensure a documented program for the control of insects, parasites and vertebrate pests for the health and protection of *animals* is developed, maintained and implemented.

Guidelines

- G5.1 A species-relevant husbandry manual should be available to *keepers*.
- G5.2 *Health programs* should provide for pre- and post-procedural care in accordance with established *veterinary* practices.
- G5.3 *Handling* and treatment *facilities* should:
- i. be clean, well-ventilated and provide shelter from sun and adverse weather conditions;
 - ii. enable the *restraint* of *animals*;
 - iii. allow safe husbandry and treatment; and
 - iv. enable humane *euthanasia* of *animals*.
- G5.4 *Operators* and *staff* should familiarise themselves with their State/Territory *animal disease* legislation so they are aware of their responsibilities with respect to reporting suspected *animal disease*.
- G5.5 A program for the control of insects, parasites and vertebrate pests should include measures for the control of flies, mosquitoes and ants as appropriate to the location and species being held.

Enrichment

Standards

S5.10 The *operator* must ensure *animals* receive species-appropriate *enrichment*, having regard to:

- i. cognitive enrichment;
- ii. occupational enrichment;
- iii. physical enrichment;
- iv. feeding enrichment;
- v. sensory enrichment; and
- vi. social *enrichment*.

Note – *Enrichment* programs may include:

- i. *cognitive enrichment* – provision of mental stimulation through progressive learning. This may include learning of cooperative behaviours through *training* for husbandry or demonstration purposes, such as box training, behavioural demonstrations, foot care, collection blood etc. *Cognitive enrichment* should be designed so that animals are able to receive an increase in challenges specific to the individual;
- ii. *occupational enrichment* – provision of objects for the *animals* to manipulate, encouraging an increase in activity, curiosity and motor skills. This may include boomer balls, cardboard boxes with objects inside etc;
- iii. *physical enrichment* – provision of space, substrate and *furniture* to encourage species appropriate natural behaviours. This may include providing lookouts, planting *enclosures* with vegetation to provide shade, climbing trees, trunks, branches etc. Good exhibit design will provide an enriching environment before other types of *enrichment* is offered;
- iv. *feeding enrichment* – provision of feeding activities to encourage foraging behaviours and activity. This may incorporate novel food items (blood ice blocks), feeding techniques (hidden food), changing daily feeding times, different types of browse, live feeding of invertebrates etc.
- v. *sensory enrichment* – providing diversity for the five senses; sound, smell, touch, taste and sight. This may include herbs and spray scents, items that make noise when touched, uncommon food items, water bodies/wallows with mud etc; and
- vi. *social enrichment* – providing opportunities to interact with compatible *animals* whether they are of the same or a different species. This may include changing group dynamics by mixing different genders, ages and numbers and at different times of the day and year.

S5.11 The *operator* must ensure additional *enrichment* is provided to an *animal* if an *animal's* lack of fitness or poor mental or physical health is considered by a *veterinarian* or *proficient keeper* to be due, or partly due to a lack of environmental stimuli or lack of opportunity to carry out natural behaviours.

S5.12 The *operator* must ensure that *animals* showing signs of *stereotypic behaviours* are assessed by a *veterinarian* or *proficient keeper* and that a specific program is developed and implemented to address the cause and to prevent further development of the *stereotypic behaviours*.

Note - Incorporating *enrichment* practices into daily husbandry routines promotes positive psychological health and wellbeing. *Enrichment* should be provided to an *animal* freely, whereby the *animal* is not always required to carry out a particular task in return for something it enjoys.

Guidelines

G5.6 *Enrichment* programs should provide complexity, choice, change and be appropriately challenging.

Quarantine**Standards**

S5.13 The *operator* must ensure species-appropriate *quarantine* procedures are implemented.

Guidelines

G5.7 Appropriate *quarantine* procedures and guidelines should be written, maintained and readily available to *staff*.

G5.8 *Quarantine* procedures and guidelines should consider:

- i. isolation of newly acquired *animals* to provide for examination, treatment, monitoring, acclimatisation and, if necessary, restoration to good health;
- ii. physical examination of all *animals* on arrival, including performance of appropriate clinical and laboratory diagnostic tests;
- iii. *veterinary* treatment for existing illness, *disease*, injury;
- iv. adaptation to diet, including supplemental feedings, if necessary, to meet nutritional requirements;
- v. appropriate time periods for *quarantine* to ensure *animals* are clear from communicable *disease* and injury; and
- vi. *veterinary* care and treatment as necessary to protect against communicable *diseases*.

6 Reproductive management

Objective

Animal breeding is managed to maintain the genetic integrity, sustainability and/or diversity of the species and to prevent the production of unplanned surplus *animals*.

Standards

- S6.1 The *operator* must ensure an *animal collection management plan* is developed, maintained and implemented for the *facility*.
- S6.2 The *operator* must ensure *animal* breeding is managed in accordance with the *animal collection management plan*.
- S6.3 The *operator* must ensure *animal* breeding is managed to promote genetic sustainability of *animals*.
- S6.4 The *operator* must not breed *animals* if the breeding is likely to result in an expression of deleterious traits in offspring.
- S6.5 The *operator* must take all reasonable steps to prevent breeding of hybrids between species unless exempt under an *approved management program*.
- S6.6 The *operator* must provide appropriate accommodation for breeding *animals* and *animals* with dependent young.

Guidelines

- G6.1 Where an *approved management program* exists for a species, breeding management should be in accordance with the *approved management program*. Population control strategies may include:
- i. fertility control, either permanent or temporary;
 - ii. keeping of single sexes, where this complies with requirements for *gregarious animals*;
 - iii. removal of nesting opportunities;
 - iv. separation of males and females during the breeding season, where this complies with requirements for *gregarious animals*;
 - v. *euthanasia*;
 - vi. removal/manipulation of eggs; and
 - vii. supplying *animals* to people who may legally receive and keep them.
- G6.2 A person with detailed knowledge of the *animal's* reproductive behaviour, physiology and needs, should be in charge of the breeding program.
- G6.3 *Animal* breeding should be managed with the aim of producing *animals* representative of the *animal* species' phenotype as it occurs in its natural state.
- G6.4 Adequate safeguards should be implemented to maximise the survival of captive offspring. This may necessitate remedial action on the part of the *keepers* to ensure that these *animals* are not subject to injury caused by other individuals displaying aggressive behaviour.
- G6.5 Procedures for hand raising *animals* should be conducive to the *animal* being able to socialise safely with conspecifics.
- G6.6 Where there is a risk of unintended breeding, procedures should be developed to identify how the offspring will be managed.

7 Euthanasia

Objective

If an *animal* is to be killed, it is done humanely.

Standards

- S7.1 The *operator* must ensure that written procedures are developed, maintained, implemented and readily available to *authorised* and competent *staff*, *veterinarians* and suitably qualified persons for:
- i. the use of *euthanasia*; and
 - ii. appropriate methods of *euthanasia* for each *animal* held.
- S7.2 The *operator* must ensure *euthanasia* of an *animal* is performed by or under the direction of a *veterinarian* or *authorised staff* member competent in *euthanasia*.
- S7.3 The *operator* must ensure an *authorised staff* member competent in *animal euthanasia* ensures the *animal* loses consciousness as soon as possible and it dies while unconscious.
- S7.4 The *operator* must ensure *authorisation* is only given where a *staff* member has knowledge and experience in performing *euthanasia* on the particular *animal* in accordance with the appropriate procedures.

Guidelines

- G7.1 Records should be kept of *staff authorised* to perform *euthanasia*.
- G7.2 Circumstances where *euthanasia* may be employed include when an *animal* is suffering due to:
- i. *disease*;
 - ii. *disability*;
 - iii. *injury*;
 - iv. *age related factors*; and
 - v. where the condition cannot be corrected or alleviated to an extent that ensures a reasonable quality of life.
- G7.3 *Euthanasia* may also be employed where an *animal* escapes and is unable to be recaptured.

8 Capture and restraint

Objective

Animals are captured and *restrained* in a manner that ensures *animal* safety and minimises negative impacts on the *animal*.

Standards

- S8.1 The *operator* must ensure that a written procedure for the safe and expedient capture and *restraint* of *animals* is developed, implemented and readily available to *staff*. The written procedure must include:
- i. capture and *restraint* methods and equipment appropriate to species;
 - ii. *animal* reactions to capture and ability to defend itself;
 - iii. *animal* behaviours which indicate when capture attempts will be abandoned; and
 - iv. management and treatment of affected *animals*.
- S8.2 The *operator* must ensure equipment and *facilities* for the capture and *restraint* of an *animal* are:
- i. designed to prevent injury to the *animal*;
 - ii. in good working order;
 - iii. readily available to *keepers*; and
 - iv. appropriate for the *animal*.
- S8.3 The *operator* must ensure, as much as is reasonably possible, the safety and well-being of a sedated or anaesthetised *animal* at all stages from the induction to the recovery.
- S8.4 The *operator* must ensure that when being captured or *restrained*, *animals* are handled by a *proficient keeper* or under the supervision of a *proficient keeper* in the most practical manner that is least stressful to the *animal*.
- S8.5 The *operator* must ensure that an appropriate number of *staff* competent in capture and *restraint* of *animals* are available to effect the safe capture or *restraint* of *animals*.

Guidelines

- G8.1 Portable yards within an *enclosure* may be used for recovery of *animals* in open range *enclosures*.

9 Training

Objective

Animal training is humane and beneficial to the *animal's* health, safety, behavioural and management needs.

Standards

- S9.1 The *operator* must ensure written procedures regarding the health, safety and behavioural needs of the *animal* during *training* are developed, maintained and implemented and are readily available to *staff* who *train animals*.
- S9.2 The *operator* must ensure *training* is undertaken by an appropriately experienced trainer or under the immediate supervision of an appropriately experienced trainer.
- S9.3 The *operator* must ensure *training* does not compromise the *animal's* normal physical development, health or welfare.
- S9.4 The *operator* must ensure *training* programs do not exceed the physical capabilities of the *animal*.
- S9.5 The *operator* must ensure exhibitions of trained behaviours of *animals* demonstrate behaviours that are reflective of those expressed in the wild.

Guidelines

- G9.1 *Trainers* should use *operant conditioning*.
- G9.2 Punishment should be avoided as a *training* method.
- G9.3 *Animals* should be conditioned to accept routine husbandry procedures.

10 Interactive programs

Objective

Animal welfare, safety and security are maintained during *interactive programs* so that people have a positive experience and have an enhanced appreciation of *animals*.

Standards

- S10.1 The *operator* must ensure *interactive programs* are designed to enhance people's appreciation of and respect for *animals*.
- S10.2 The *operator* must ensure a *proficient keeper* is responsible for overseeing and coordinating all *interactive programs*.
- S10.3 The *operator* must ensure a *proficient keeper* supervises all *interactive programs*.
- S10.4 The *operator* must ensure a risk assessment examining the risks to the *animals* is undertaken for each *interactive program* and is reviewed on a regular basis.
- S10.5 The *operator* must ensure written procedures for *interactive programs* are developed, regularly reviewed and implemented and are readily available to *staff*.

Note - Written procedures for *interactive programs* may include:

- i. a general description;
- ii. risk assessment and risk mitigation for the activity;
- iii. the behaviours, personality traits and other characteristics that indicate *animals* are suitable for the activity;
- iv. the signs and characteristics of *animal* stress to monitor;
- v. number and qualifications of *staff* required for the activity;
- vi. an *interactive handling* timetable and *animal* rotation schedule to facilitate specimen-appropriate levels of interaction;
- vii. what is required of human participants; and
- viii. the withdrawal parameters for both human participants and *animals*.

- S10.6 The *operator* must ensure *interactive programs* do not have adverse impacts on *animal* welfare.

Note – Reasonable steps to minimise the risks to *animal* welfare involved in the *interactive programs* include:

- i. regular monitoring/testing of *animals* for zoonoses;
 - ii. enforcing health and age restrictions on human participants;
 - iii. limits on the number of human participants per activity;
 - iv. appropriate ratio of keepers to human participants and *animals*; and
 - v. use of *proficient keepers*.
- S10.7 The *operator* must ensure *animals* that display signs of distress or illness are removed from the *interactive program* until such time as they are reassessed by a *veterinarian* or *proficient keeper* as being suitable to re-enter the *interactive program*.
- S10.8 The *operator* must ensure that each *animal* has been assessed by a *proficient keeper*, prior to being inducted into an *interactive program*, as:

- i. appropriately conditioned to the particular nature of the *interactive program*; and
- ii. of suitable temperament to participate.

S10.9 The *operator* must provide access to hand-washing amenities or anti-bacterial hand gels for visitors having direct contact with *animals*.

S10.10 The *operator* must ensure appropriate briefings are given to human participants on what they should and should not do before partaking in any *interactive program* activity.

S10.11 The *operator* must ensure that a record is maintained of daily *interactive handling times* for each *animal* used in an *interactive program*.

Guidelines

G10.3 For *animal* welfare and educational benefits *interactive programs* should present natural *animal* behaviours.

11 Transportation

Objective

Animal welfare, safety and security are maintained during transport.

Standards

- S11.1 The *operator* must ensure a *proficient keeper* supervises the *transportation* of an *animal*.
- S11.2 The *operator* sending an *animal* must ensure *animals* being *transported*:
- i. are safe, secure and fit for the intended journey;
 - ii. have their welfare needs met; and
 - iii. receive appropriate treatment if they become sick, injured or stressed during *transportation*.
- S11.3 The *operator* sending an *animal* must ensure *animals* are transported in containers that are:
- i. suitable for the *animal* being transported;
 - ii. secured to prevent escape and movement of the container within the *transportation vehicle*;
 - iii. of a size and design appropriate to prevent injury to the *animal* and to ensure the *animal's* needs during travel are met;
 - iv. adequately ventilated throughout the entire journey; and
 - v. constructed of materials that are non-hazardous to *animals* that can chew.

The following standards in this section apply to *transport of an animal as part of an animal transaction*:

- S11.4 The *operator* sending an *animal* must ensure for an *animal transaction* that external indelible labels are attached to the *transportation* container indicating the following details:
- i. the words "Live cargo" or "Live animals";
 - ii. the words "Correct way up" or "This way up" with arrows indicating the correct way up;
 - iii. species and number of *animals*, and a warning if there is a *dangerous animal* inside; and
 - iv. the senders and recipients full name(s), addresses and contact telephone numbers.
- S11.5 The *operator* sending an *animal* must ensure the *animal* to be *transported* is fit for the intended journey and appropriately prepared for *transportation*.
- S11.6 The *operator* receiving an *animal* and the *operator* sending an *animal* must agree to a travel plan before the *animal* is *transported*. The travel plan must take into consideration:
- i. the *animal*;
 - ii. the nature and duration of the intended journey;
 - iii. the weather and road conditions anticipated during the journey;
 - iv. the time that *animal* will be without feed and water prior to and during

transportation;

- v. planned rest stops and spells;
- vi. the number of people required;
- vii. contingencies such as illness or injury or delays due to breakdown or mechanical failure;
- viii. the need for insulation and appropriate climate control;
- ix. IATA and CITES *animal transport* standards and guidelines; and
- x. the parties to a travel plan include the *operator* sending the *animal*, the *operator* receiving the *animal* and the transporter.

S11.7 The *operator* sending an *animal* must ensure the transporter does not commence *transportation* until the transporter has been provided with a travel plan. The travel plan must include emergency contacts and contingencies.

S11.8 The transporter is responsible for an *animal* during *transport* from the time of loading and until the recipient takes delivery, unless the *animal* is accompanied by a *keeper*.

S11.9 The *operator* sending an *animal* must ensure a *proficient keeper* supervises the *transportation* of an *animal* from the time of loading until the moment the *animal* is offloaded where practicable.

S11.10 Upon receipt the *operator* receiving an *animal* must inspect the *animal* and provide it with appropriate safety, security, care and treatment.

Guidelines

G11.1 Duration of transport should be kept to a minimum.

G11.2 In determining the maximum journey time, factors for consideration include the species, food and water requirements, method of travel, ambient temperatures, physiological status and previous experience in transporting that individual or species.

G11.3 A sample travel plan template is provided at Appendix 2.

12 Animal identification and records

Objective

Animals are identified by standardised means and have a detailed written history.

Animal Identification

Standards

S12.1 The *operator* must ensure all *animals* held for *exhibition purposes* have *individual permanent identification*. This clause does not apply to:

- i. fish;
- ii. invertebrates;
- iii. vertebrates that are dependent on parental care for their survival;
- iv. *group animals*;
- v. *animals* exempt by the *taxon standards*; and
- vi. *animals* exempt by the relevant *government authority*.

S12.2 The *operator* must ensure joints or digits are not removed from an *animal* unless allowed under a *taxon standard*.

Guidelines

G12.1 Examples of vertebrates dependent on parental care for their survival include incubating eggs, birds that have not fledged and unweaned mammals.

G12.2 *Animals* weighing greater than 50 grams should be identified by implanting a passive integrated transponder.

G12.3 Alternatives to *individual permanent identification* by implanting a passive integrated transponder include:

- i. drawings and photographs, for *animals* with distinguishing features;
- ii. ear tattoos, for tractable *animals*;
- iii. ear or wing tags; and
- iv. leg bands.

G12.4 Passive integrated transponder identification may be unsuitable for *animals* that:

- i. are very small; and/or
- ii. have a very short natural generation.

Records

Standards

S12.3 The *operator* must ensure that an *animal* register and *animal* health records are kept and maintained for all *animals* in the *facility*.

S12.4 The *operator* must ensure *animal* records are kept for the life of the *animal* plus two years.

S12.5 The *operator* must ensure that for each *animal* or *group animal* information on the *animal* register includes:

- i. unique *animal* identification if known;
- ii. *group animal* identification, if individual identification not known;
- iii. *animal* name, including the common and scientific name of the species;
- iv. sex, if known;
- v. date of birth, if known;
- vi. name of breeder, place of birth, sire and dam (if known);
- vii. *animal transaction* history;
- viii. *enclosure* containing the *animal*;
- ix. details of any escapes, recaptures, disappearances or reappearances;
- x. adverse behaviours which demonstrate actual or significant risk of injury to the *animal* and other *animals*;
- xi. reproductive history; and
- xii. date and location of death, if known, and method of cadaver disposal if required.

S12.6 The *operator* must ensure *animal* health records include:

- i. species name;
- ii. identification of *animal* or *group animal*;
- iii. diagnosis;
- iv. date of the diagnosis;
- v. the person who noted the condition;
- vi. nature of any conditions;
- vii. dates and details of treatments;
- viii. the person who administered the treatment;
- ix. surgical procedures;
- x. vaccinations; and
- xi. cause of death.

Note - Information does not need to be repeated in multiple records, provided the interpretation of the information is unambiguous (e.g. health records and *health programs* may be combined rather than duplicating information in two separate records).

S12.7 The *operator* moving an *animal* via an *animal transaction* must ensure a copy of all *animal* register and *animal* health records of the *animal* being moved are provided to the receiving *facility*.

S12.8 Records, including any documented procedures, plans or programs required by other clauses of these Standards, must be maintained by the *operator* in a form that

can be readily examined, analysed and deciphered.

S12.9 The *operator* must take all reasonable steps to ensure records are kept securely and cannot be damaged.

Note - Steps to ensure records are kept securely and cannot be damaged include:

- i. regularly backing-up electronic files;
- ii. ensuring records are not kept in a place prone to flooding;
- iii. ensuring the place where records are kept has a smoke detector and fire extinguishers;
- iv. keeping records in a locked room;
- v. keeping records in a locked filing cabinet; and
- vi. keeping records in a fire-proof cabinet.

S12.10 The *operator* must report significant loss or damage to records in writing to the *government authority*.

Guidelines

G12.5 The manner in which *animal* register information is recorded should be consistent, but may differ depending on how the *animal* is identified (e.g. an individual *animal* will be recorded differently from a *group animal*).

G12.6 *Facilities* should keep copies of all records and these should be kept separately from the original records.

Appendix 1 – Sample: Animal collection management plan

Institution:

Species:

IUCN Listing:

Completed by:

Timeline:

1. Breeding planned: yes no (if no, go to point 6)
2. Identification of individuals to be paired:
3. Purpose for breeding:
4. Anticipated offspring number:

Current			Planned			Other information
M	F	U	M	F	U	

5. Are sufficient resources and facilities available: yes no (if no, breeding should not proceed)
6. Breeding control measures:
7. If controls fail how will offspring be managed:
8. Identify potential enclosures for both planned and unplanned offspring:
9. Will artificial rearing be employed?

Authorised by:

General Manager:

Curator:

Appendix 2 – Sample: Animal transport plan

Species: 1. 2. 3. Other:		Number of Animals: 1. 2. 3.	Proposed transport date:
Sending institution details			
Organisation			
Site address			
Primary contact name and position:		Contact details:	
Secondary contact name and position:		Contact details:	
Receiving institution details			
Organisation			
Site address			
Primary contact name and position:		Contact details:	
Secondary contact name and position:		Contact details:	
Transport contractor details			
Organisation			
Site address			
Primary contact name and position:		Contact details:	
Secondary contact name and position:		Contact details:	
Transport details			
Date of transport:		Mode of transport: Road <input type="checkbox"/> Air <input type="checkbox"/> Other <input type="checkbox"/> Provide details below.	
Estimated travel time:		Departure time from institution:	Estimated arrival time at receiving institution:
Road travel details			
Departure location:		Arrival / pick-up location:	
Departure time:		Pick-up time:	
Flight details		Carrier:	Flight #:
Departure location:		Arrival location:	
Departure time:		Arrival time (local):	
Are there any connecting flights involved? If so, please provide details:			
Connecting location:			
Arrival time:		Departure time:	
Estimated time between flights:			
Number of containers for consignment:		Estimated weight of container/s:	
Authorisation:		Date:	
Institution Manager:		Signature: _____	
Name: _____			
Manager of biological collection (where applicable):		Signature: _____	
Name: _____			
General comments:			

Animal Specific Information

Animal Manager / keeper responsible for preparation:		Name: Position:	
Supervisor authorisation:		Name: Position: Signature:	
Species:		Number of animals:	
Individual ID	House name: ARKS #: Ear tag:	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown <input type="checkbox"/> Ratio if mixed:	Enclosure of origin:
Medical information Animal weight in kg: _____	Is the animal sedated? Yes <input type="checkbox"/> No <input type="checkbox"/> Is the animal on any other medication? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, provide details; Sedative type and dose: Medication type and dose:	
Species:		Number of animals:	
Individual ID	House name: ARKS #: Ear tag:	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown <input type="checkbox"/> Ratio if mixed:	Enclosure of origin:
Medical information Animal weight in kg: _____	Is the animal sedated? Yes <input type="checkbox"/> No <input type="checkbox"/> Is the animal on any other medication? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, provide details; Sedative type and dose: Medication type and dose:	
Species:		Number of animals:	
Individual ID	House name: ARKS #: Ear tag:	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown <input type="checkbox"/> Ratio if mixed:	Enclosure of origin:
Medical information Animal weight in kg: _____	Is the animal sedated? Yes <input type="checkbox"/> No <input type="checkbox"/> Is the animal on any other medication? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, provide details; Sedative type and dose: Medication type and dose:	
General comments:			
Checklist for sender	Travel permits? Yes <input type="checkbox"/> No <input type="checkbox"/> Container stickers? Yes <input type="checkbox"/> No <input type="checkbox"/> ID labels? Yes <input type="checkbox"/> No <input type="checkbox"/> Animal Records: Specimen histories? Yes <input type="checkbox"/> No <input type="checkbox"/> Veterinary Records? Yes <input type="checkbox"/> No <input type="checkbox"/> Consignment notes? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Has the receiving institution confirmed the receipt of all relevant information pertaining to this transaction? Yes <input type="checkbox"/> No <input type="checkbox"/> Additional comments:			