

AUDIT REPORT

CLIENT: City of ABC

AUDITEE: XYZ Org

ADDRESS: 123 Smith Street Victoria, 3000

AUDITOR(S): Geoff Gray, Gray Management Systems (IRCA Auditor # 1188660)
Tom, Gray Management Systems

AUDIT DATE: 8th August 2019

AUDIT CRITERIA: Domestic Animal Act 1994 and Code of Practice

AUDIT SCOPE: Operation of the XYZ Animal Management System

PERSONNEL IN ATTENDANCE:

Geoff Gray	Lead Auditor	Gray Management Systems
Tom	Auditor	Gray Management Systems
Jen	Operations Manager	
George	Finance	
Mandy	Welfare Officer	
Megan	President	
Scott	Relocation Manager	
Surge	VET	

Plus sampled other XYZ staff

BACKGROUND:

City of ABC has the responsibility to ensure that all registered domestic animal businesses including shelters, pounds and pet shops operating within the City of ABC comply with the Domestic Animals Act 1994 and relevant Code of Practice. Council has the power to inspect and/or audit these facilities to ensure compliance. The City of ABC decided to use an external independent auditor for this audit.

The following is a list of all findings found during this audit.

Definitions:

Action Item: An agreed objective finding where current practice does not comply with the stated criteria found within the Domestic Animals Act, for which corrective action must take place.

Observation: A subjective finding which is minor or low risk in nature that if addressed has the potential to improve the process and/or systems, for which corrective action is optional.

FINDINGS FROM THIS AUDIT

Action Items:

- #1 External Vet services are provided by AEC when the full time Vet is unavailable and yet there is no formal documented agreement as per clause 1.4 of the Code.
- #2 It was stated that often cats and dogs are transported to the Pet Barn as well as their off –site vet clinics using employees own cars and the Toyota van is also used for transportation of animals. These methods of animal transportation do not comply with clause 3.1 of the Code.
- #3 Several non-conforming aspects were found in clauses 1.6 & 2.8 of the Code in relation to Foster Care activities. Foster care agreements did not have the following:
 - Information relating to notifying the establishment and present the animal to a veterinary practitioner if symptoms of illness develop
 - Veterinary instructions on medication, treatment and training regimes
 - A date specified for the return of the animal

Further, some agreements completed in the last 2 months still showed the previous address of XYZ. The form needs to be updated to refer to the new software. At present there are 8 examples of animals in permanent foster care without return dates for rehoming. This practice is not in accordance with the definition of a Foster Carer as per the Code which is intended to be temporary. This type of arrangement is considered rehoming and should comply with the relevant clauses relating to rehoming.

It was agreed that these Action Items are to be corrected ASAP and followed up by the City of ABC to ensure that correction action has been taken and is effective.

Observations:

- #1 The Health Management Plan in use needs to be reviewed and updated to accurately reflect the activities on the current site and make appropriate references to the new Shelter Management software.
- #2 Several staff training records were reviewed and found to have some missing training events recorded and signoffs recorded.
- #3 Whilst we sighted a letter of offer for the Operations Manager, as yet, a formal Job Description has not been documented for this position. This contributes to a lack of role clarity and responsibilities for the Operations Manager, who also appears to take on some roles and responsibilities typically carried out by the proprietor.
- #4 Whilst information regarding Zoonosis is displayed in the lunchroom and addressed via the induction process, it is advised that this information be displayed at other locations within the establishment as per clause 1.7 of the Code.

- #5 Clause 3.2.1 of the Code requires that housing areas be constructed of impervious, washable materials. At present cat modules are currently separated by painted Gyprock material which may not be impervious. Should this material not be impervious (which requires investigation), this is a major non-conformance as this could contribute to the spread of bacteria.
- #6 Jen has been supplied with a list of other data to be provided to the City of ABC within 14 days.
- #7 There are currently rabbits and guinea pigs being housed and sold from the establishment which are not recognised in the Code. We understand this to be a difficult area, however this should be recognised and managed appropriately.

CONCLUSION

It was acknowledged that there had been several staff changes over the past 12 months which had caused some staffing morale and resource problems. Despite these issues, we found the facility is staffed by a dedicated team devoted to the delivery of a high level of care and welfare to all animals processed and housed at XYZ. The facility was functioning in an orderly manner with an appropriate level of attention to detail commensurate with the care and welfare needed by the animals.

A high degree of compliance was found with respect to the Animal Welfare requirements of the Act.

While the establishment should be commended for their high level of compliance, it should be noted that there are a number of activities that do not comply with the Code that could contribute to poor animal welfare standards, lack of responsibility or poor ethical procedures. There was a feeling that compliance with the Code is not held with the highest regard and that consequences of not complying with the Code have little effect on the running of the business.

We would like to mention some strengths as follows:

- The keenness of staff to engage in the audit process positively
- The positive attitude of all staff in relation to animal welfare
- The use of the new Animal Shelter Manager software
- The maintenance of records

We would like to thank all staff for their assistance and hospitality during our visit.

GGray

Geoff Gray FAICD
Lead Auditor
Registered IRCA auditor #1188660
Director, Gray Management Systems Pty Ltd

Dated: 9th August 2019

Disclaimer:

This audit was based upon a sample of the people, processes, documents and records evaluated during the audit and is not a definitive statement of compliance of all activities within the organisation. Our findings have been generated from the samples we have seen, explanations heard or activities observed. There may be other areas of non-compliance that our sample did not uncover.