

Odour Management: PH6 – Food Storage

Prelim

PH6 is designed to ensure Food Storage does not cause Odour - as requested by Bathurst Regional Council as defined in council conditions [**Condition 8**].

Requirement

All management practices will meet all NSW Legislative requirements including the NSW Animal Welfare Code of Practice No 5 - Dogs and Cats in Animal Boarding Establishments.

Action

Food Storage for boarding dogs, cats and other pets will follow the NSW Animal Welfare Code of Practice No 5 Section 7.1 requirements as follows;

7.1 Food

7.1.1 to 7.1.4 of the code are unrelated to Food Storage

7.1.5 Food should be prepared hygienically and served in clean, unspillable containers.

7.1.6 Food should be stored appropriately, with dry food kept in a rodent-free place and fresh meat kept refrigerated.

7.1.7 Food containers should be preferably non-chewable and non-spillable. They must be readily accessible, positioned to avoid spillage and contamination by urine or faeces, and must be cleaned at least daily.

7.1.8 to 7.1.9 of the code are unrelated to Food Storage

OHS

Specific issues to be aware of for this activity include:

- Being aware of the possibility of injury to skin and fingers etc by sharps when opening food containers – following safety instructions is critical
- Ensuring hands are washed before and after procedures
- Awareness of the animal's location and behaviour
- Wearing appropriate personal protective equipment (PPE) e.g. gloves, work clothes, boots etc
- All Food Storage containers should be stored in their designated places at an easy to reach height and accessed without over-stretching.
- Use artificial lighting when in the storage container.

Background

Bathurst Regional Council tried to prevent this high-class pet boarding establishment being provided as a new service to the community. The council lost the court case in the NSW Land Environment Court at great expense to the Bathurst Community – ie the rate payers.

In the court process Bathurst Council requested certain procedures and measures for managing Odour to be publicised as listed in the court order - Hence why you as a customer are reading this on the pet hotel web site.

Bathurst Regional Council has not required the same publication for other pet boarding establishments in the Bathurst Region in their approval conditions – which surely demonstrates its bias against this new facility. From research - its own pet pound in Bathurst does not have to publicise Odour Mgmt on its own BRC website either.

Given this situation overall, it is recommended that all customers of all pet boarding establishments ask their local pet boarding provider to show them their protocols and processes, to help ensure that the facility operates as the customer expects in terms of Faeces Waste Mgmt, Chemical Mgmt, Odour Mgmt., Noise Mgmt. and Complaint Handling protocols.

Residential Location

This facility is located in the beautiful rolling countryside in the central west of NSW. The nearest neighbours building residence closeness to this facility is over 230m in distance, the next nearest being 485m in distance. Both houses are adjacent to the busy Mitchell Hwy. The next nearest residence is 610m over a ridge. Food Storage requirements will not be a problem for any neighbour despite the Bathurst Regional council requesting an Odour Plan containing "Food Storage protocols" is placed in the public domain.

Secure and Rodent Free Storage

A requirement of the council is to ensure rodent free storage - and the kennels will have large volumes of food to cater for the 45+ pets at peak periods.

A dedicated new storage container will be used.

No foodstuffs or any other contaminants have been near the storage container previously.

It has a lockable door and is rodent proof.

Fridges and Freezers will be provided enabling the storage of refrigerated food should this be a requirement of any particular customers ie fresh meat. The refrigerator temperature will be set and monitored as per manufacturers requirements

All food will be stored above the base of the new storage container on dedicated heavy shelving.

Food Storage in Pet Enclosures

All food will be served to the pets in clean, unspillable containers.

Food containers will be non-spillable.

The Food containers will be readily accessible to the pet when in its enclosure, and positioned to avoid spillage and contamination by urine or faeces.

The food containers will be cleaned on a daily basis as a minimum.