

# Australian Animal Care and Management Industry Sector

## Annual Update 2021

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### IRC Skills Forecast and Proposed Schedule of Work

Prepared on behalf of the Animal Care and Management Industry Reference Committee (IRC) and Pharmaceutical Manufacturing IRC for the Australian Industry Skills Committee (AISC).



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# Purpose of the Annual Update

This 2021 Annual Update to the Skills Forecast and Proposed Schedule of Work 2019 – 2022 (Skills Forecast) presents additional industry intelligence from 2021 to build on previously reported information. This Annual Update from the Animal Care and Management Industry Reference Committee (IRC) includes intelligence based on national and industry data sources and input from key stakeholders. It proposes vocational education and training (VET) training package review and development work that the IRC deems necessary to meet the needs of industry. The Australian Industry and Skills Committee (AISC) considers this information and includes commissioned work in the National Schedule<sup>1</sup>.

In 2019, the AISC changed the requirements for the annual Skills Forecast. IRCs are now required to submit comprehensive Skills Forecasts once every three years, with abridged annual updates in the intervening two years. As IRCs submitted comprehensive Skills Forecasts in 2019, the next are due in 2022. This Annual Update should be read in conjunction with the Skills Forecast and previous Annual Updates.

This document is not intended to be representative of every issue encountered across all industry sectors; it identifies and addresses the challenges and opportunities that industry has determined as 'priority' for this stage of the schedule, and is a resource for industry and associated skills, learning and accreditation bodies seeking to act upon them.

Detailed information concerning industry skills needs across all sectors covered by the Animal Care and Management IRC, including previous Skills Forecasts and Annual Updates, can be found on the Skills Impact website: <https://www.skillsimpact.com.au/animal-care/skills-forecast/>.

## Method & Structure

This is an annual update to the comprehensive Skills Forecast submitted in 2019. IRCs are required to answer the questions in **Section A** to provide updates on issues such as industry skills and workforce development, and qualification utilisation. Answers provided build on and are not repetitive of information reported in previous Annual Updates.

IRC's are also permitted to propose additional training package development work projects to be included in the Proposed Schedule of Work. These will now be submitted separately to the Annual Updates.

**Section B** details the extensive, robust and ongoing industry consultation undertaken by IRC members and Skills Impact, including with rural, regional and remote stakeholders. In line with Skills Impact's values<sup>2</sup>, this helps to ensure transparency and accountability in the process of industry research and Training Package development work.

This Skills Forecast and Proposed Schedule of Work is developed in line with:

- Standards for Training Packages 2012<sup>3</sup>;
- Training Package Products Policy<sup>4</sup>;
- Training Package Development and Endorsement Process Policy<sup>5</sup>.

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<sup>1</sup> Australian Industry and Skills Committee (2021); *Australian Industry and Skills Committee*; <https://www.aisc.net.au/content/national-schedule>; viewed 13/04/2021.

<sup>2</sup> Skills Impact (2021); *About us*; <https://www.skillsimpact.com.au/about/>; viewed 13/04/2021.

<sup>3</sup> Department of Education, Skills and Employment (2017); *Standards for Training Packages 2012*; <https://docs.education.gov.au/documents/standards-training-packages-2012>; viewed 13/04/2021.

<sup>4</sup> Department of Education, Skills and Employment (2020); *Training Package Products Policy*; <https://docs.employment.gov.au/documents/training-package-products-policy>; viewed 13/04/2021.

<sup>5</sup> Australian Industry and Skills Committee (2020); *Training Package Development and Endorsement Process Policy*; <https://docs.employment.gov.au/documents/training-package-development-and-endorsement-process-policy-0>; viewed 13/04/2021.

# Industry Reference Committee

The Animal Care and Management IRC is responsible for national training package qualifications relevant to the animal care and management industry sectors.

Qualifications overseen by the IRC are in the ACM Animal Care and Management Training Package.

The Animal Care and Management IRC is supported by the Skills Service Organisation, Skills Impact.

<b>Name</b>	<b>Organisation or Area of Expertise</b>
Dr Julia Crawford (Chair)	Australian Veterinary Association (AVA)
Rebecca Coventry (Deputy Chair)	Veterinary Nurses Council of Australia (VNCA)
Belinda Smith	Expertise in veterinary and related services
Brenton Myatt	Expertise in pet and companion animal services
Elly Neumann	Taronga Conservation Society Australia
Julie Fiedler	Expertise in animal care, handling and welfare
Kaye Hargreaves	Expertise in pet and companion animal services
Michael Butcher	Expertise in animal control and regulation
Dr Robert Johnson	Expertise in captive wildlife operations
Dr Tim Mather	Expertise in animal technology
Vacant Position	Expertise in veterinary and related services
Vacant Position	Expertise in animal care, handling and welfare
Vacant Position	Expertise in veterinary and related services
Vacant Position	Expertise in animal breeding services

# Executive Summary

The Animal Care and Management (ACM) IRC has been carefully monitoring the impacts of COVID-19 on the industry and this has been a major focus for the last 12 months. Of particular concern was ensuring that animal care and management was recognised as an essential service, with important animal welfare issues needing to be addressed throughout the crisis.

While workplaces were being shut down, those with animals on the premises, including zoos, aquariums, farms, studs and pet centres/animal shelters needed to continue operating to maintain the health, welfare and feeding of animals. The reasonably early declaration of these services as essential helped to address many issues and resulted in the impacts of COVID-19 on the industry being less severe than may otherwise have been the case.

The ACM IRC were very pleased to note the robustness of the training package, which has been updated in ways that allowed most challenges with training to be met. Despite concerns relating to mandatory work placements, these issues did not have an impact on training. The greatest impact came from RTOs not being able to deliver on-campus training and being unable to retain trainers.

Throughout 2020, work to update skills standards related to pet care and animal training, exhibited animal care and marine wildlife continued. During the process to update the skills standards, it became clear that the areas of assistance dog trainer and companion animal incident management are both emerging fields with new competencies required. This was outside of the scope of current projects, and the IRC are submitting Cases for Change for consideration by the AISC.

Currently, the IRC is overseeing work to streamline and provide clearer career pathways in equine occupations, including allied health occupations such as equine dentistry. Consultation is in progress and resulting in energetic and extremely useful debate, allowing the IRC to understand the many aspects to be considered when deciding on the standards to be submitted for approval. It has become clear that there are job roles taking place in real conditions, which some industry experts view as being unsuitable without the individual having undertaken extensive professional development and obtained industry-recognised qualifications. Others feel these occupations can be undertaken under supervision (personal or virtual) or even by appropriately trained workers. It is clear even at this stage that decisions will have to be made between a number of potential solutions, each with their own merits and reflecting different means of balancing the various interests. For the IRC, it is critical to evaluate the ways in which work is being undertaken, the supply and demand for job roles and training, and practices that achieve the best outcomes for animal welfare.

# Section A: Overview

## Industry Developments

Please refer to the [2020 Annual Update](#), which identified several trends, challenges and opportunities that are still relevant now. Additional and emerging trends include:

### Impacts of COVID-19

COVID-19 has disrupted every sector of the Australian animal care and management industry, including:

#### *Veterinary Services*

Veterinary services were classified as an 'essential service' following the outbreak of COVID-19 and associated restrictions, and businesses were permitted to remain open during mandated lockdowns. Many clinics introduced new customer interaction protocols ('COVID Safe plans'), including social distancing, customers waiting for appointments outside (e.g. in car parks), telephone and online video consultations, and home visits<sup>6</sup> during this period. This helped to sustain veterinary services for pet owners and industry clients, such as animal exhibitors, though operators who normally cross state borders to provide services have been affected; for example, providers of equine dentistry in rural and regional areas<sup>7</sup>.

Overall demand for veterinary services has been disrupted during 2020, resulting from households delaying non-essential check-ups and surgery for their pets. However, the overall increase in pet ownership helped to reduce the downturn. While there was some reduced demand, and some veterinary practices are expected to be unable to continue operating, the impacts were inconsistent with some practices recording increases in demand and the need for additional staff. Overall, industry employment is also projected to decline in the short term but is likely to rebound over the next five years<sup>8</sup> and may finish significantly higher with the increased levels of pet ownership. Practices reliant on travel for the majority of work were the most affected by COVID-19 restrictions.

#### *Animal Exhibitors*

As measures to control the spread of COVID-19 were implemented by state and national governments, wildlife sanctuaries, zoos and animal hospitals were among the first businesses to experience a sharp decline in revenue, which would normally be generated through public admissions (especially international tourists), school visits, field days and corporate events<sup>9</sup>. There have been resulting struggles to retain staff, maintain functional necessities (like feeding the animals) or even continuing to operate<sup>10</sup>. In late April 2020, the Federal Government announced that more than 100 exhibiting zoos, wildlife parks and aquariums could apply for a share of a \$94.6 million package to help pay for costs such as food, veterinary bills and power needed for animal enclosures<sup>11</sup>.

In October 2020, the Victorian Government announced a support package for animal exhibitors<sup>12</sup>, which provides funding for specialised costs associated with housing, feeding and caring for exhibit animals. The \$1 million support package will help animal exhibitors, such as mobile petting zoos and travelling reptile exhibitors,

<sup>6</sup> ABC News (2020); *COVID-19 lockdown sees vets introduce new measures amid concerns from pet owners*; <https://www.abc.net.au/news/2020-04-05/coronavirus-sees-vets-take-new-steps-to-continue-treatment/12122164>; viewed 12/08/2020.

<sup>7</sup> Vet Practice Magazine (2020); *Vets call for essential nationwide border permits during COVID-19*; <https://vetpracticemag.com.au/vets-call-for-essential-nationwide-border-permits-during-covid-19/>; viewed 12/08/2020.

<sup>8</sup> IBISWorld (2020); *Veterinary Services in Australia: Australia Industry (ANZSIC) Report M6970*.

<sup>9</sup> ABC News (2020); *Wildlife parks face dark days ahead even if coronavirus restrictions ease, says 30-year veteran Phillip Pain*; <https://www.abc.net.au/news/2020-05-05/dark-days-still-ahead-for-regional-wildlife-parks/12215726>; viewed 12/08/2020.

<sup>10</sup> ABC News (2020); *Coronavirus cripples wildlife sanctuaries, zoos as staff, volunteers pay for animals' food*; <https://www.abc.net.au/news/2020-04-16/coronavirus-queensland-zoos-sanctuaries-native-wildlife-animals/12154058>; viewed 12/08/2020.

<sup>11</sup> ABC News (2020); *Zoos to receive \$95 million coronavirus lifeline from Federal Government*; <https://www.abc.net.au/news/2020-04-28/zoos-battling-coronavirus-shutdown-95-million-funding-lifeline/12189972>; viewed 12/08/2020.

<sup>12</sup> Agriculture Victoria (2020); *Support package for animal exhibitors*; <https://agriculture.vic.gov.au/support-and-resources/funds-grants-programs/support-package-for-animal-exhibitors>; viewed 12/08/2020.

to ensure their animals' welfare standards while businesses remain unable to operate<sup>13</sup>. The Queensland Government has also provided around \$250,000 in grants to 34 businesses that exhibit animals to ensure proper standards of care are maintained during the COVID-19 response<sup>14</sup>.

Longer-term, the industry is concerned that international borders remaining closed will suppress the usually high revenues generated by tourists and so endanger the welfare of animals and the work of animal exhibitors, who play an important role in the community by enabling people to experience exotic wildlife close-up while raising awareness about Australian native animals.

### *Animal adoption and foster care services*

Animal shelters and carers were inundated with requests to adopt or foster pets as people sought company and exercise companions during state-regulated lockdowns<sup>15</sup>.<sup>16</sup> (especially following Victoria's new property rental laws that prevent landlords from unreasonably refusing a tenant's request to keep a pet<sup>17</sup>). For example, the Lost Dogs' Home in North Melbourne recorded 566 adoptions in May 2020, its highest monthly total in over two years<sup>18</sup>, while Adelaide's RSPCA shelter beat annual adoption records before June 2020<sup>19</sup>. Breeders have also reported rising demand leading to higher prices<sup>20</sup>.

The Lost Dogs' Home in North Melbourne recorded 566 adoptions in May 2020, its highest monthly total in over two years. As people sought animal companionship during lockdowns, animal shelters were inundated with requests.

[7 News, 16 June 2020]

Groups such as the RSPCA are concerned that pets, who have become accustomed to their owners working from home, will struggle to adapt if and when people return to offices, potentially leading to acute anxiety and behavioural issues in the animals and a higher rate of 'returns' or reselling by the owners<sup>21</sup>. This will likely sustain the increased workloads of shelters, many of which have launched stricter screening processes to mitigate these risks<sup>22</sup>.

As COVID-19 restrictions ease, there has been a surge in demand for companion animal services, including for pet groomers, trainers, exercisers and day care facilities. The importance of these services for animals' welfare has been highlighted, for example, by reports of harm being caused by owners attempting to groom dogs themselves<sup>23</sup>. Echoing such concerns, the Pet Industry Association of Australia released an advocacy paper urging that the Victorian Government's roadmap out of Stage 3 and 4 lockdowns account for the welfare of domestic animals as well as people, with recommendations to open pet services businesses as early as possible<sup>24</sup>. These experiences also highlight the need to consider increased regulation of non-veterinary service providers.

<sup>13</sup> Mirage News (2020); *Helping Mobile Exhibitors Care For Their Animals*; <https://www.miragenews.com/helping-mobile-exhibitors-care-for-their-animals/>; viewed 12/11/2020.

<sup>14</sup> Queensland Government (2020); *Animal exhibitors helped through COVID-19 pandemic*; <https://statements.qld.gov.au/statements/90652>; viewed 12/11/2020.

<sup>15</sup> ABC News (2020); *Pet Adoption during COVID-19*; <https://www.abc.net.au/btn/classroom/pet-adoption-during-covid-19/12273350>; viewed 12/11/2020.

<sup>16</sup> The Sydney Morning Herald (2020); *They've wanted a dog for years. Lockdown has finally made it happen*; <https://www.smh.com.au/lifestyle/life-and-relationships/they-ve-wanted-a-dog-for-years-lockdown-has-finally-made-it-happen-20200424-p54n0n.html>; viewed 12/11/2020.

<sup>17</sup> Consumer Affairs Victoria (2020); *Pets in rental properties*; <https://www.consumer.vic.gov.au/housing/renting/applying-for-a-rental-property-or-room/pets-and-renting>; viewed 12/11/2020.

<sup>18</sup> 7News (2020); *Australian pounds record spike in animals as coronavirus lockdown eases*; <https://7news.com.au/lifestyle/health-wellbeing/australian-pounds-record-spike-in-animals-as-coronavirus-lockdown-eases-c-1104986>; viewed 12/11/2020.

<sup>19</sup> ABC News (2020); *More people adopting pets during coronavirus pandemic but screening has also increased*; <https://www.abc.net.au/news/2020-05-30/more-people-adopting-pets-and-fewer-just-browsing/12303648>; viewed 12/11/2020.

<sup>20</sup> ABC News (2020); *Pandemic puppies selling for exorbitant prices as demand soars in lockdown-hit Victoria*; <https://www.abc.net.au/news/2020-09-16/demand-for-dogs-soars-during-lockdown-prompting-a-price-surge/12626294>; viewed 12/11/2020.

<sup>21</sup> RSPCA (2020); *How can I prepare my pets for easing of COVID-19 restrictions?*; <https://kb.rspca.org.au/knowledge-base/how-can-i-prepare-my-pets-for-easing-of-covid-19-restrictions/>; viewed 12/11/2020.

<sup>22</sup> The Guardian (2020); *Dog gone: how to handle your pet's post-Covid separation anxiety*; <https://www.theguardian.com/lifeandstyle/2020/oct/18/dog-gone-how-to-handle-your-dogs-seperation-anxiety-when-you-return-to-the-office>; viewed 12/11/2020.

<sup>23</sup> ABC News (2020); *Melbourne dog groomers booked out for months as pooches return for much-needed cuts*; <https://www.abc.net.au/news/2020-10-05/melbourne-dog-grooming-salons-booked-out-until-2021/12728828>; viewed 12/11/2020.

<sup>24</sup> Pet Industry Association of Australia (2020); *Including Domestic Animals in Redrawing Victoria's Coronavirus (COVID-19) Roadmap*; viewed 12/11/2020.

## Animal Protection Programs and Legislation

In Western Australia, a \$500,000 grants program was announced in August that will boost the capacity of Local Governments to prepare for and respond to animal welfare during emergencies such as bushfires<sup>25</sup>. The grants can be applied for companion, working, farmed or exhibited animals<sup>26</sup>.

In Victoria, the Wildlife Welfare Bushfire Response 2020 Action Plan has been developed as a partnership between the State Government and wildlife welfare sector following the devastating 2019-20 bushfires<sup>27</sup>. Outcomes will include establishing a new Wildlife Welfare Sector Liaison role to improve communications when providing and coordinating veterinary services.

Also, the Animal Welfare Fund Grants Program was established to support the improvement of companion animal welfare in the Victorian community<sup>28</sup>. The funding commitment includes:

- \$1 million for animal shelters and foster carers to purchase equipment or upgrade or expand their services
- \$2 million for not-for profit and community vet clinics to maintain and expand their services, and allow new low-cost clinics to be set up in areas of need around Victoria.

Further to this, the Victorian Government has committed to modernising Victoria's key animal welfare legislation, with a new act proposed to replace the current Prevention of Cruelty to Animals Act 1986<sup>29</sup>.

NSW has also responded to reports of increased animal cruelty during COVID-19, especially by unauthorised breeders, by proposing new laws before State Parliament<sup>30, 31</sup>. Reform processes for modernising the policy and legislative framework for animal welfare in NSW are ongoing<sup>32</sup>.

## Developing a Nationally Consistent Approach for Assistance Animals

To improve services for people with disabilities using assistance animals, the Commonwealth, state and territory governments are working together to develop options for a nationally consistent approach to the regulation and accreditation of assistance animals. Federal law in Australia requires 'assistance animals' either to be accredited or, in the absence of accreditation, 'appropriately trained' to assist a person living with a disability. There remains significant confusion surrounding the legal status of non-accredited animal assistance training. An academic study found that the "prevailing state of legal uncertainty and confusion surrounding the legitimate and illegitimate use, training, and accreditation of assistance animals, itself, operates as a barrier to the exercise of the rights recognized under the CRPD [United Nations Convention on the Rights of Persons with Disabilities]"<sup>33</sup>. The study also contends that "Across Australia there is a lack of guidance on the appropriate training standards for the expanding range of assistance animals now employed by persons with disabilities"<sup>34</sup>. The establishment of formal approaches to developing the capabilities of 'assistance animal trainers' is considered by stakeholders

<sup>25</sup> Government of Western Australia (2020); *Grants scheme to better protect animals in emergencies*; <https://www.agric.wa.gov.au/news/media-releases/grants-scheme-better-protect-animals-emergencies>; viewed 12/11/2020.

<sup>26</sup> Government of Western Australia (2020); *Emergency preparedness grants to protect animals and their owners*; <https://www.mediastatements.wa.gov.au/Pages/McGowan/2020/11/Emergency-preparedness-grants-to-protect-animals-and-their-owners.aspx>; viewed 15/12/2020.

<sup>27</sup> Premier of Victoria (2020); *New Action Plan To Improve Wildlife Response During Fire*; <https://www.premier.vic.gov.au/new-action-plan-improve-wildlife-response-during-fire>; viewed 15/12/2020.

<sup>28</sup> Animal Welfare Victoria (2020); *Animal Welfare Fund Grants Program*; <https://agriculture.vic.gov.au/livestock-and-animals/animal-welfare-victoria/community-and-education/animal-welfare-fund-grants-program>; viewed 15/12/2020.

<sup>29</sup> Animal Welfare Victoria (2020); *Animal Welfare Fund Grants Program*; <https://agriculture.vic.gov.au/livestock-and-animals/animal-welfare-victoria/new-animal-welfare-act-for-victoria>; viewed 15/12/2020.

<sup>30</sup> ABC News (2020); *Agriculture Minister pushes for 'eight-fold' increase in penalties for animal cruelty offences as COVID-19 sees surge in 'unscrupulous' breeders*; <https://www.abc.net.au/news/2020-11-08/nsw-animal-cruelty-laws-pet-demand-increases-in-covid-19/12860608>; viewed 15/12/2020.

<sup>31</sup> ABC News (2020); *Puppy prices peak as scams increase fourfold on last year*; <https://www.abc.net.au/news/2020-11-24/puppy-prices-peak-dog-sale-scams-soar-amid-pandemic/12914416>; viewed 15/12/2020.

<sup>32</sup> NSW Government (2020); *NSW Animal Welfare Reform*; <https://www.dpi.nsw.gov.au/animals-and-livestock/animal-welfare/reform>

<sup>33</sup> P. Harpur, S. Bronitt, P. Billings, N. Pachana & M. Verreyne (2018); *Regulating Fake Assistance Animals - A Comparative Review of Disability Law in Australia and the United States*; *Animal Law Review* 24 (1): 79

<sup>34</sup> P. Harpur, S. Bronitt, P. Billings, N. Pachana & M. Verreyne (2018); *Regulating Fake Assistance Animals - A Comparative Review of Disability Law in Australia and the United States*; *Animal Law Review* 24 (1): 90



as a key enabler of forthcoming reforms<sup>35</sup>.

### **National Horse Traceability Working Group**

The inaugural meeting of the National Horse Traceability Working Group (NHTWG) was held on 30 October 2020. The NHTWG is a committee constituted by the Agriculture Ministers' Forum and the Australasian Racing Ministers' Conference to provide advice on matters relating to the design and introduction of a traceability system for horses, donkeys and mules in Australia. A major focus is on horse traceability in the context of the prevention and containment of disease; in particular, economically important emergency animal diseases and zoonoses (diseases that can be transmitted from animals to humans). The Working Group is expected to deliver recommendations to the Agriculture Ministers Meeting in early 2022.

In addition, Ministers have agreed that Queensland will lead a review of horse welfare during transport, including whether existing Australian Animal Welfare Standards and Guidelines for the Land Transport of Livestock are suitable for horses<sup>36</sup>. These developments are likely to see an increase in the number of welfare officers across the states and territories.

### **The National Skills Commission and attracting new industry workers**

The National Skills Commission (NSC) was created in 2019 when much of the national debate focused on skills gaps; but, with the onset of COVID-19, the focus is now firmly on managing skills surpluses and identifying training options for unemployed workers, especially young people, women and city-dwellers, who have been disproportionately affected<sup>37</sup>. The animal care and management industries may be able to capitalise on the availability of people who have been displaced from their usual work and are seeking new opportunities, especially as the NSC's latest report<sup>38</sup> includes 'Animal Attendants and Trainers' as among the top 20 occupations that are resilient to the impacts of COVID-19.

As well as highlighting reskilling and upskilling options for improving the prospects of people already performing an industry role, the NSC are promoting 'skills transferability' to facilitate clearer pathways between roles in diverse industries that require similar capabilities. The IRC notes that skills transferability is an important objective that must be considered as complementary to the primary role of vocational education and training in enabling potential workers to reach competency and be job-ready. This contention recognises that specific skills are required for jobs in order to complete tasks safely and effectively.

## **VET Qualifications & Employment Outcomes**

The data and literature references presented in the [2020 Annual Update](#) remain relevant.

Over the last year, consultation with stakeholders has led to the identification of several key factors that lead employers not to seek or favour VET graduates, including:

- Absence of legislative, regulatory or licensing requirements governing an occupation or industry.<sup>39</sup>
- Participants often enter animal industries, particularly the equine industry, as a result of pre-existing family involvement, especially in regional, rural and remote areas.<sup>40</sup>
- Lack of value assigned to VET within industry cultures and networks.<sup>41</sup>
- Dissatisfaction with the work-readiness of previously employed VET graduates<sup>42</sup>, especially those

<sup>35</sup> Commonwealth Department of Social Services (2021): *Assistance Animals – A Nationally Consistent Approach*; <https://engage.dss.gov.au/assistance-animals-a-nationally-consistent-approach/>; viewed 22/04/2021.

<sup>36</sup> Australian Government (2020); *Agriculture Ministers' Forum*; <https://www.awe.gov.au/news/stay-informed/communiques/ag-ministers-forum-february-2020>; viewed 15/12/2020.

<sup>37</sup> National Skills Commission (2020); *A snapshot in time: The Australian labour market and COVID-19*

<sup>38</sup> National Skills Commission (2020); *The shape of Australia's post COVID-19 workforce*; p.31

<sup>39</sup> L. Wheelahan & G. Moodie (2017); Vocational education qualifications' roles in pathways to work in liberal market economies; *Journal of Vocational Education & Training* 69 (1): 10-27; p.13

<sup>40</sup> Peel Development Commission (2017); *Peel Equine Strategy 2017*; p.18

<sup>41</sup> Parliament of Victoria (2012); *Inquiry into agricultural education and training in Victoria*; p.41

<sup>42</sup> National Farmers Federation (2019); *Submission to Hon Steven Joyce: Expert review of Australia's vocational education and training system*; 25 January 2019; p.10

whose learning did not include a workplace-based component.<sup>43</sup>

- Alternatives to VET recognised by employers.<sup>44</sup>
- Worker shortages, especially within small businesses in RRR areas<sup>45</sup>, which leads to employers being often forced to hire candidates who do not possess the desired qualifications, but who subsequently receive informal, on-the-job training.
- The hiring of international consultants by zoos, who may then train staff informally.

However, the IRC notes there is strong evidence that exposure to and engagement with quality VET-related outcomes are indicators of the system being valued and regarded as a yardstick by employers. Data released from NCVER's survey of employers' use and views of the VET system<sup>46</sup> shows that, of 'Professional, scientific and technical services' employers (including 'veterinary services') who are 'satisfied with training as a way of meeting their skill needs', 72% mandated 'vocational qualifications as a job requirement' (which is equal to the all-industry average).

There is further evidence that government-supported and -funded programs encourage partnerships between training providers and industry, which raises the profile of VET. Employers' receptiveness to hiring graduates has also increased due to the successful outcomes facilitated between industry and VET providers, which is evidenced through a number of initiatives that have effectively promoted pathways for graduates and increased employers' engagement with VET. For example, TAFE Queensland and Dreamworld have teamed up to deliver the *Certificate III in Animal Studies* for future animal care workers<sup>47</sup>. Learners are working with native wildlife alongside Dreamworld's industry professionals to gain practical skills such as handling reptiles, koala husbandry and quarantine procedures, wildlife rescue and prepping of animals' meals. The program also includes Indigenous cultural learnings on totemic relationships between Aboriginal and Torres Strait Islander communities and Australia's unique fauna. Upon successful completion of the course students can work as an animal attendant or carer or continue their studies with TAFE Queensland's *Certificate IV in Veterinary Nursing* program.

## Other Training Used by Employers

The data and literature references presented in the [2020 Annual Update](#) remain relevant.

Responding to the challenges presented by COVID-19, state governments have been offering funded training opportunities for employees of local businesses, including numerous courses delivered by non-VET providers. The NSW National Parks & Wildlife Service, for example, has been developing and delivering wildlife first aid training for NSW firefighters, and are preparing training for wildlife emergency response taskforces that are deployed to firegrounds to conduct wildlife search and rescue efforts. TAFE NSW are now collaborating with NSW National Parks & Wildlife Service to develop online training resources for firefighters that are aligned with units from the *ACM Training Package* (albeit non-formally, and amalgamating elements from several units). These resources are also being extended for relevance to students working in the captive animal and wildlife industries. This partnership represents an RTOs' responsiveness to the needs of industry, which utilises a training package without the immediate requirement for formal delivery.

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<sup>43</sup> C. Smith, S. Ferns, L. Russell, Leoni & P. Cretchley (2014); *The impact of work integrated learning on student work-readiness*; Sydney, New South Wales: Office for Learning and Teaching

<sup>44</sup> Commonwealth of Australia (2019); *National Regional, Rural and Remote Tertiary Education Strategy*; p.27

<sup>44</sup> D.Wright, A. Grand, B. MacLeod & L.K. Abbott (2018); Training as Part of the Capacity-Building Ladder in Australian Agriculture; *Int. J. Agr. Ext.* (2018): 83-97

<sup>45</sup> S. Gelade & T. Fox (2008); *Reality check - Matching training to the needs of regional Australia*; NCVER, Adelaide; p.33

<sup>46</sup> NCVER (2019); *Australian vocational education and training statistics: Employers' use and views of the VET system 2019*; NCVER, Adelaide

<sup>47</sup> Queensland Government (2020); *TAFE students get hands on learning at Australia's biggest theme park*; <https://statements.qld.gov.au/statements/89242>; viewed 15/12/2020.

There are acute difficulties in sustaining viable formal training options in rural, regional and remote areas, leading businesses and associations to develop alternatives.

There are acute difficulties in sustaining viable formal training options in rural, regional and remote areas, leading businesses and associations to develop alternatives. Animal Management in Rural and Remote Aboriginal Communities Inc. (AMRRIC) has recently contributed SME expertise to ACM units based upon non-accredited training that they delivered as part of their Animal Management Worker Pilot Program between 2011 and 2014. This program, developed in collaboration with three remote Local Government Areas, was established to build local animal management capacity within remote NT communities. This addressed the Environmental Health branch of NT Health being unable to provide consistent funding to train, support or employ local animal management staff. The Animal Management Worker program was AMRRIC's attempted intervention; however, the program was unable to secure funding beyond the pilot period<sup>48</sup>. Despite this, AMRRIC continues to regularly receive requests from Local Government Authorities in the NT and other jurisdictions for animal management staff training (usually community service managers whose roles, amongst others, include animal management tasks). AMRRIC also receive requests to provide advice and training on topics such as safe animal handling, animal management strategic planning, and effective remote community vet service program design and delivery.

*ACM Training Package* units have been a useful resource for informing and designing the content of training offered by AMRRIC, which has been delivered to Indigenous Organisation staff, including Animal Management Workers, Environmental Health Workers, Community Services Managers, and Indigenous Ranger groups. Due to on-going demand, AMRRIC are exploring accredited training options to increase incentives for building local animal management skills and capabilities. A continuing barrier, however, is the extremely limited funding for animal management training in remote communities.

Businesses in the exhibited animal industry are using training outside the national system, with majority of animal husbandry training run through large zoos or zoo organisations, such as the Australasian Society of Zoo Keeping, the Zoo and Aquarium Association and international zoo associations (e.g. the International Congress of Zookeepers). Also, zookeepers are participating in international non-accredited courses to upskill to the level of, or beyond, the *Certificate IV in Captive Animals*, which is not widely offered by RTOs due to practical challenges that are barriers to delivery. The new qualifications *Certificate IV in Animal Facility Management* and *Certificate IV in Animal Behaviour and Training* (due for release in April 2021) are considered by Subject Matter Experts and industry stakeholders to be more suitable for workers wishing to upskill from certificate III-level.

## Enrolment Levels

The data and literature references presented in the [2020 Annual Update](#) remain relevant.

Consultation undertaken on behalf of the IRC throughout 2020 has identified key information regarding the low use of qualifications, including:

- Unmet demand for 'flexible' training
- Negative industry perceptions of the VET system and training delivery
- Emerging preference for short courses and micro-credentials
- A lack of trainers demonstrating both pedagogical excellence and industry expertise
- RTO viability challenges, especially relating to:
  - compliance
  - training and assessment materials development
  - thin markets in RRR areas
  - government funding
  - creating and maintaining industry partnerships

<sup>48</sup> Animal Management in Rural and Remote Aboriginal Communities Inc. (2014); *Animal Management Worker Program Evaluation*; [https://mk0amrricqek1rx8x5cc.kinstacdn.com/wp-content/uploads/2021/02/AMRRIC-AMW-Evaluation-Report\\_280814\\_vFinal.pdf](https://mk0amrricqek1rx8x5cc.kinstacdn.com/wp-content/uploads/2021/02/AMRRIC-AMW-Evaluation-Report_280814_vFinal.pdf)

## Qualifications recently reviewed/updated/created

Two ACM qualifications, the *Certificate III in Animal Technology* and *Diploma of Animal Technology*, had relatively low enrolments over the past five years and have now been reviewed and updated, with first release on 10 September 2019. Table 1, below, includes enrolments in superseded versions of the qualifications where available; however, due to their recent releases, the current versions have not yet been widely delivered by RTOs, for whom the teach-out period for the superseded qualifications expires on 9 March 2021 (*Certificate III in Animal Technology*) and 9 September 2021 (*Diploma of Animal Technology*)<sup>49</sup>. The ACM IRC advises that RTOs are currently applying to get the superseding qualifications on scope and developing training and assessment materials. As such, these qualifications should not yet be considered as 'low enrolment' because there has been insufficient time to analyse RTO/industry supply and demand. Demand may reasonably be expected to rise when a qualification has been significantly updated to meet industry needs (ascertained through extensive consultation regarding current and future skills and occupations).

The *Certificate III in Equine Hoof Care* was a new qualification (with no superseded versions), first released in December 2018. The ACM IRC advises that, normally, it can take up to two years for RTOs to develop training and assessment materials and get a new qualification on scope. COVID-19 has understandably deferred the training delivery plans of RTOs, many of which have been struggling to attract new customers throughout 2020 and, consequently, have delayed applications to gain approval to deliver new qualifications until there is greater market stability. At the time of writing, two RTOs have this qualification on scope.

The *Certificate II in Horse Care* was a new qualification first released on 29 November 2017 and, following RTOs' preparations, enrolments began to grow in 2019. There are now ten RTOs with this qualification on scope, indicating their intentions to offer and deliver training; however, industry feedback has suggested that anticipated growth in enrolments may be lessened because of COVID-19.

The *Diploma of Performance Horse Management* was also a new qualification first released on 29 November 2017. No RTO has yet been able to put the qualification on scope, and this is likely further delayed in 2020 due to COVID-19 and its impacts both on training delivery and the performance horse industry.

**Table 1: Qualifications recently reviewed/updated/created**

Qualification	2015	2016	2017	2018	2019
ACM20217- Certificate II in Horse Care	0	0	0	0	78
ACM30219- Certificate III in Animal Technology	103	48	35	43	44
ACM30918- Certificate III in Equine Hoof Care	0	0	0	0	0
ACM40221 - Certificate IV in Animal Facility Management	149	306	245	135	61
ACM50119- Diploma of Animal Technology	211	163	142	115	82
ACM50417- Diploma of Performance Horse Management	0	0	0	0	0

Source: NCVET VOCSTATS, TVA program enrolments 2015-19

PLEASE NOTE: Qualification data includes enrolments in superseded versions where available

## Specialist industries

Some qualifications cannot reasonably be expected to encourage high enrolment figures when they are intended for employment in a niche occupation or specialist industry (which, by their nature, tend to have low turn-over of staff and relatively few new entrants). Such qualifications often facilitate socially and environmentally valuable or geographically specific skills that are critical for jobs with few employees nationwide. They may also address critical safety factors, both for learners and the animals for which they care or manage.

The *Certificate IV in Equine Dentistry* is a qualification intended for a niche occupation and there are connected regulatory considerations. Regardless of the economic sector in which horses participate (be it for racing, breeding, competition, working or leisure), engaging service providers regularly for equine dental care is strongly

<sup>49</sup> ASQA (2021); *Training products with current transition extensions*; <https://www.asqa.gov.au/rto/change-scope/transition-items/training-products-current-transition-extensions>; viewed 15/02/2021.

recommended<sup>50</sup>. Industries that utilise horses are largely dependent on their positive welfare outcomes and equine dentistry is a vital factor.

**Table 2: Specialist industries**

Qualification	2015	2016	2017	2018	2019
ACM40517- Certificate IV in Equine Dentistry	3	10	20	16	2 <sup>51</sup>

Source: NCVER VOCSTATS, TVA program enrolments 2015-19

PLEASE NOTE: Qualification data includes enrolments in superseded versions where available

## Reasons for Non-Completion

The data and literature references presented in the [2020 Annual Update](#) remain relevant.

Industry feedback collected by the ACM IRC indicates that non-completion of qualifications and skill sets is largely caused by RTOs' operational challenges, including financial unviability, staff lay-offs, unpreparedness for online delivery, social distancing requirements on-campus, and restrictions on travel limiting trainers' access to relevant RRR locations. For many learners, COVID-19 restrictions have meant participating online from home, which has created additional challenges associated with time, resources and connectivity (especially in RRR areas), issues which are often intensified when family members are also learning and working from home. As a result, there have been greater rates of non-completion due to dissatisfaction with, or logistical barriers hampering, training and assessment delivery.

Completion rates of qualifications and skills sets have been affected by RTOs' operational challenges, such as financial unviability, staff lay-offs and restrictions on travel, as well as learner challenges associated with participating from home.

Generally, these issues have had a greater impact on non-completion rates than mandatory work placements, which remain strongly supported by industry, especially for learning that involves caring for and handling animals, due to these experiences being irreplicable in virtual environments. In November 2020, ACM IRC members participated in the Veterinary Nursing Educators Network forum concerning mandatory work placements in Veterinary Nursing. They reported that, despite COVID-19-related delivery challenges, work placements have generally been easier to secure due to employers' increasing receptiveness to facilitating learners' development (especially as learners may help to ease operational pressures<sup>52</sup>). Furthermore, a high proportion of learners secured employment while on work placement due to the positive relationships developed and workplace experience gained. This has resulted in RTO feedback that mandatory workplace hours (for example, the 400 hours mandated by TAFE NSW) have resulted in positive outcomes, with completion rates increasing (which will be reflected in NCVER data released in August 2021). Similar feedback was gained at a Victorian Animal Care and Management Training Package Provider Network meeting in December 2020, during which RTOs reported that there has been a higher rate of work placement learners being offered employment and a higher rate of completions (which have only been delayed due to logistical problems in conducting classroom-based practical assessments).

## Cross-Sector Units

The response presented in the [2020 Annual Update](#) remains relevant. There is no additional information to add at this time.

<sup>50</sup> Virbac (2018); *Dental Care for Horses*; <https://au.virbac.com/health-care/horse-dental/dental-care-for-horses>; viewed 15/12/2020.

<sup>51</sup> Please note that, while RTOs must collect and report their delivery of all nationally recognised VET programs (known as AVETMISS data) to NCVER, NCVER use a proprietary algorithm called Perturbation, which automatically adjusts enrolment values so to prevent anyone from accurately identifying an individual. An RTO, Joblink Plus, note that they enrolled seven learners in 2019, which is not reflected in NCVER's data.

<sup>52</sup> ABC News (2020); *As pet ownership skyrockets during pandemic, a national vet shortage puts pressure on clinics and pets at risk*; <https://www.abc.net.au/news/2020-12-26/vet-shortage-puts-pressure-on-clinics,-puts-pets-at-risk/13009562>; viewed 15/02/2021.

# Changes to Skill Requirements

## Animal-assisted services

Multiple sectors in the animal-assisted services industry are now becoming established. The skill needs in each sector varies depending on the service, the professional practitioner and the species of animal used. Different combinations of skills are required for training different animals, different tasks and being responsive to different conditions, including intellectual, physical, sensory, cognitive and psychosocial conditions. Distinct sectors have emerged, requiring skills for training animals to assist with:

- Animal-Assisted Therapy (AAT): services delivered by qualified allied health professionals such as counsellors, psychiatrists, psychologists, mental health nurses, community health workers, social worker, trauma specialists.
- Animal-Assisted Learning (AAL): services provided by educators and coaches, involving an animal in a learning environment assisting an individual or group to develop skills, tools and strategies to achieve specific learning outcomes.
- Animal-Assisted Activities (AAA): an animal with its trained handler or animal team delivering informal therapeutic visits to people in workplaces, hospitals, aged care facilities, and schools to contribute to wellbeing.
- Assistance Animals (usually dogs) (AD): animals trained to support people with impairments to participate in and access various aspects of personal and public life. Dogs are trained to perform specific tasks related to their owner's special needs, such as vision or hearing impairment, mobility impairment, medical conditions (diabetes, seizures, asthma), psychiatric and physiological conditions.

To improve services for people with disabilities using assistance animals, the Commonwealth, state and territory governments are working together to develop options for a nationally consistent approach to the regulation and accreditation of assistance animals. The establishment of formal approaches to developing the capabilities of 'assistance animal trainers' is considered by stakeholders as a key enabler of this process<sup>53</sup>.

## Animal Incident Management

Various sources report on the need for additional skills in managing animals during disasters because of past shortcomings:

- The *National Strategy for Disaster Resilience*<sup>54</sup> has advocated for disaster planning to extend beyond the protection of human life and property to the broader social environment, including companion and working animals.
- Macquarie University<sup>55</sup> is researching how different groups and organisations manage animals in disasters, including the uptake and implementation of the National Planning Principles for Animals in Disasters (NPPAD), which were designed to support jurisdictions' animal-related disaster management planning. One objective of this study is to establish what additional skills are required given the widely-reported animal management inadequacies during the disastrous 2019-2020 bushfires.
- The *Royal Commission into National Natural Disaster Arrangements*<sup>56</sup> describes how evacuation centres were overwhelmed and unable to accommodate all the domestic animals needing care and management. Some people put their lives at risk to evacuate those domestic animals that could not be transported to, or accommodated by, welfare facilities, with many unwilling to be separated from their pet or leave them in potentially smoke-affected areas outdoors.

<sup>53</sup> Commonwealth Department of Social Services (2021): *Assistance Animals – A Nationally Consistent Approach*; <https://engage.dss.gov.au/assistance-animals-a-nationally-consistent-approach/>; viewed 22/04/2021.

<sup>54</sup> World Animal Protection (2014); *National Advisory Committee for Animals in Emergencies*; [https://www.worldanimalprotection.org.au/sites/default/files/media/au\\_files/national-planning\\_principles-for-animals-in\\_disasters.pdf](https://www.worldanimalprotection.org.au/sites/default/files/media/au_files/national-planning_principles-for-animals-in_disasters.pdf)

<sup>55</sup> Australian Emergency Services Magazine (2020); *New Research into Planning for Animals in Disasters*; <https://ausemergencyservices.com.au/emergency-disaster-management/new-research-into-planning-for-animals-in-disasters/>; viewed 15/02/2021.

<sup>56</sup> Royal Commission into National Natural Disaster Arrangements (2020); *Royal Commission into National Natural Disaster Arrangements Report*; p.280

- In their submission to the Royal Commission into National Natural Disaster Arrangements, World Animal Protection<sup>57</sup> report on a lack of coordinated bushfire response mechanisms to help save domestic animals. They argue that cross-border organisations and agencies lacked clear planning and often had to rely upon in-kind support from animal care professionals and volunteers. They also describe insufficiently trained response workers and reports of untrained individuals mounting their own animal rescue efforts. World Animal Protection conclude that bushfire response animal care and management was 'not of an appropriate standard'.

The *Royal Commission into National Natural Disaster Arrangements* recommends that evacuation centres review and update their plans to cater for people who are evacuating with animals. This view is supported by the *Final Report of the NSW Bushfire Inquiry*<sup>58</sup>, which recommends that evacuation protocols and procedures be developed to ensure appropriate support is provided for people and their animals, including a process for animal registration at evacuation centres and effective identification of overflow sites when preferred facilities are at capacity. The RSPCA<sup>59</sup> likewise highlight that boarding kennels need to be prepared for various eventualities, including their own evacuation or sudden influxes of animals needing food, medicines, treatment and places to rest. With adequate planning and staff training, local boarding kennels and shelters could be used as evacuation centres, while existing evacuation centres would be enabled to cater for people bringing their domestic animals.

## Apprenticeship & Traineeship Barriers

The data and literature references presented in the [2020 Annual Update](#) remain relevant. Likewise, barriers to VET delivery and the reasons for industry's low engagement with the system, detailed in the sections VET Qualifications & Employment Outcomes, Enrolment Levels, and Reasons for Non-Completion, should also be considered relevant here.

Industry-specific data relating to the Australian Government's \$2 billion JobTrainer skills package, which includes objectives to attract new apprentices and keep existing apprentices in jobs, has yet to be released. Its design is in part a response to research<sup>60</sup> forecasting that COVID-19 will cause apprenticeship/traineeship commencements to decrease over the next few years because they have fallen during past economic downturns, with struggling employers reluctant to commit to three- to four-year apprenticeship arrangements<sup>61</sup>. JobTrainer anticipates such challenges and will further be supported by industry strategies to expand apprenticeship and traineeship opportunities.

The IRC will assess the relevant outcomes of such initiatives as information becomes available.

## Other Relevant Activities

The ACM IRC has been busy during 2020, with many responsibilities bestowed upon it, requiring extensive time and resources, for dealing with the impacts of COVID-19, workforce, industry and trade issues.

The IRC has assisted the AISC and the AISC Emergency Response Sub-Committee (ERSC) by seeking industry input and responding to a number of requests for information. These requests have taken place in several stages.

### Immediate crisis response

- Identification of immediate training issues relating to workplace and campus-based training (completed April 2020).

<sup>57</sup> World Animal Protection (2020); *Submission to the Productivity Commission into National Natural Disaster Arrangements*; <https://naturaldisaster.royalcommission.gov.au/system/files/2020-07/NND.600.00255.pdf>

<sup>58</sup> NSW Government (2020); *Final Report of the NSW Bushfire Inquiry*

<sup>59</sup> ABC News (2019); *Pet owners warned to prepare bushfire survival plan as fire danger season continues*; <https://www.abc.net.au/news/2019-01-09/evacuation-risky-for-ill-prepared-pet-owners/10701998>; viewed 15/02/2021.

<sup>60</sup> Hurley, P. (2020); *The impact of coronavirus on apprentices and trainees*; Mitchell Institute for Education and Health Policy, Victoria University.

<sup>61</sup> Hurley, P. (2020); *The impact of coronavirus on apprentices and trainees*; Mitchell Institute for Education and Health Policy, Victoria University.

- Identification of skills needs and delivery challenges for essential workforces (completed May 2020).

Supporting training for worker movement and potential surge workforces to meet current needs

- Identification of existing training products and potential surge workforces (completed May 2020).
- Analysis of available infection control training (completed June 2020).

Support for workforce recovery

- Critical Response Projects to create pathways for displaced workers (submitted July 2020, in progress).
- Promotion of pathways for displaced workers (first projects submitted July 2020, under consideration).

Mandatory Work Placements Analysis and Response

- Initial analysis of units requiring mandatory work placements or assessment/training conditions that were likely to require the use of physical workspaces, most likely in workplaces (completed April 2020).
- Analysis of units within qualifications with high levels of enrolments (completed October and November 2020).
- ACM IRC Members attended meetings with the Victorian Skills Commission (who were undertaking this work on behalf of all jurisdictions) to provide advice on the scope of any issues and to aid in the development of principles.

The IRC is extremely pleased to report that the current *ACM Training Package* is robustly standing up to the additional logistical challenges brought about by COVID-19. Since the establishment of the IRC, the components of the training package that have undergone review have enabled:

- Flexible options for training and assessment to meet fluid and urgent industry needs.
- Coverage of the major training requirements for all industries associated with the training package.
- Minimal requirements for mandatory work placements or onsite training and assessment (there are multiple delivery mode options), while recognising that many units cannot be delivered virtually or online.
- Extensive and suitable options of recognised skill sets and units for use by the states that have decided to develop their own training offerings outside the national system (without IRC consultation).

The IRC has also responded to a Ministers' request to delete units and qualifications which had zero enrolments in the years 2017 to 2019. The IRC has offered advice on the units and qualifications identified by the Ministers, which, in many cases, were already under review in current projects. In other cases, there were expected enrolments in 2021, or in the near future, as a result of recent major changes made to those training package products.

The additional work detailed above has required that the IRC meet more regularly and that members conduct many more additional "out of session" discussions and consultations than in previous years. This has been achieved without additional IRC members. The Chair of the IRC would like to express their gratitude to all IRC members and stakeholders who have given up so much of their time and energy in 2020 to complete this important work.

## IRC Sign-Off


Signed on behalf of the Animal Care and Management Industry Reference Committee

Name of Chair

Dr. Julia Crawford



Signature of Chair



Date

21/4/21

## Section B: Ongoing Consultation

Details of industry consultation undertaken by IRC members and Skills Impact, including with rural, regional and remote stakeholders will be included in the final document that is submitted to the Australian Industry and Skills Committee (AISC). Once submitted, the final document will also be published on the Skills Impact website.

Entity Name	Sector	State	Rural/ Regional / Remote	Ongoing engagement	Industry intelligence	Promotion of VET	Networks & Partnerships
A New Leaf Veterinary Solutions	Commercial Business	QLD	Yes			✓	
A1 Kennels and Cattery	Commercial Business	NT	Yes		✓	✓	
Aboriginal Health and Medical Research Council	Industry Association	National	Yes			✓	
Aboriginal Medical Services Alliance NT AMSANT	Industry Association	NT	Yes			✓	
Academy of Dressage	RTO private	SA	Yes				✓
Academy Owl	Commercial Business	National	Yes			✓	
ACT Wildlife	Commercial Business	ACT	No		✓	✓	
Adelaide Animal Emergency and Referral Centre	Commercial Business	SA	No		✓	✓	
Adelaide Trail Horse Riders Club	Commercial Business	SA	Yes		✓	✓	
Adelaide Zoo	Commercial Business	SA	Yes		✓	✓	
AdelaideVet	Commercial Business	SA	Yes		✓	✓	
Agnes Banks Equine Clinic	Commercial Business	NSW	Yes		✓	✓	
Alex Bowtell's Grooming	Commercial Business	VIC	Yes		✓	✓	
Alexandra Council	Local Government	SA	Yes				

Alice Springs Reptile Centre	Commercial Business	NT	Yes			✓	
Animal A & E	Commercial Business	VIC	Yes			✓	
Animal Assisted Education Inc	Commercial Business	QLD	No			✓	
Animal Care Academy	RTO private	NSW	No				✓
Animal Care Australia	Industry Association	NSW	No	✓	✓	✓	✓
Animal Industries Resource Centre	RTO private	QLD	Yes		✓		✓
Animal Magic Holdings Pty Ltd	Commercial Business	QLD	Yes	✓	✓	✓	✓
Animal Management in Rural and Remote Indigenous Communities (AMRRIC)	Industry Association	National	Yes	✓	✓	✓	✓
Animal Medicines Australia	Industry Association	National	Yes	✓	✓	✓	✓
Animal Pest Management Services	Commercial Business	WA	Yes	✓	✓	✓	✓
Animal Referral Hospital	Commercial Business	National	No	✓	✓	✓	✓
Animal Resources Centre	Education Other	National	Yes	✓	✓		✓
Animal Therapies Ltd	Industry Association	QLD	Yes	✓	✓	✓	✓
Animal Welfare League	Industry Association	National	Yes	✓	✓	✓	✓
Animals on Course	RTO public	SA	No		✓		
Applied Vocational Training Pty Ltd (APPVOC)	RTO private	WA	Yes				✓
AquaDepot Imports	Commercial Business	WA	No		✓	✓	
Aquarium Industries Pty Ltd	Commercial Business	National	Yes	✓	✓	✓	
Aristocats Feline Day Spa	Commercial Business	QLD	No		✓	✓	
Arrowfield Group	Commercial Business	NSW	Yes		✓	✓	

Arthurs Creek and Stathewen Rural Fire Brigade	Local Government	VIC	Yes		✓	✓	
Arundel Equestrian	Commercial Business	NSW	Yes		✓	✓	
Ashborn Park Stud	Commercial Business	SA	Yes		✓	✓	
Asia Pacific Environmental Response Pty Ltd	RTO private	QLD	No				✓
Assistance Dogs Australia	Commercial Business	National	Yes		✓	✓	✓
Association of Pet Boarding and Grooming	Industry Association	QLD	Yes	✓	✓	✓	✓
Aussie Pooch Mobile	Commercial Business	National	Yes			✓	
Australasian Society of Zoo Keeping	Industry Association	National	Yes	✓	✓	✓	
Australasian Veterinary Boards Council (AVBC)	Industry Association	VIC	No	✓	✓	✓	
Australia Pet Welfare Foundation	Industry Association	National	No			✓	
Australia Zoo	Commercial Business	QLD	Yes			✓	
Australian and New Zealand Laboratory Animal Association (ANZLAA)	Industry Association	National	Yes	✓	✓	✓	✓
Australian Carriage Driving Society	Industry Association	National	Yes			✓	
Australian Certified Equine Hoof Care Practitioners	Commercial Business	NSW; TAS; VIC	Yes		✓	✓	
Australian College of Animal Tactile Therapy	RTO private	VIC	Yes		✓		✓
Australian College of Applied Animal Studies	RTO private	VIC	Yes				✓
Australian College of Equine Podiotherapy	RTO private	National	Yes		✓		✓
Australian College of Sport	RTO private	National	Yes				✓

Australian College of Veterinary Nursing	RTO private	National	Yes				✓
Australian Companion Animal Council (ACAC)	Industry Association	National	Yes	✓	✓	✓	
Australian Equine and Livestock Events Centre (AELEC)	Commercial Business	NSW	Yes	✓	✓	✓	✓
Australian equine dental industry	Commercial Business	Vic	No			✓	
Australian Equine Institute	RTO private	NSW	Yes				✓
Australian Farriers and Blacksmiths Association	Industry Association	QLD	Yes	✓	✓	✓	✓
Australian Horse Industry Council (AHIC)	Industry Association	National	Yes	✓	✓	✓	✓
Australian Horse Riding Centres	Industry Association	National	Yes		✓	✓	
Australian Institute of Animal Management (AIAM)	Industry Association	National	Yes	✓	✓	✓	✓
Australian Institute of Local Government Rangers	Industry Association	NSW	Yes	✓	✓	✓	✓
Australian Marine Wildlife Research & Rescue Organisation (AMWRRO)	Commercial Business	SA	Yes		✓	✓	
Australian Natural Therapists Association - ANTA	Education Other	QLD	No		✓	✓	
Australian Polo Federation Ltd	Industry Association	National	Yes		✓	✓	
Australian Quarter Horse Association	Industry Association	National	Yes			✓	
Australian Racing and Equine Academy	RTO public	NSW	Yes		✓		✓
Australian Small Animal Veterinarians	Industry Association	National	Yes		✓	✓	
Australian Stock Horse Society	Industry Association	National	Yes		✓	✓	

Australian Thoroughbred Breeders Club (ATBC)	Industry Association	National	Yes		✓	✓	
Australian Trail Horse Riders Association	Commercial Business	National	Yes		✓	✓	
Australian Veterinary Association (AVA)	Industry Association	National	Yes	✓	✓	✓	✓
Australian Warmblood Horse Association	Industry Association	National	Yes			✓	
Australian Workers Union NSW	Union	NSW	No	✓	✓	✓	✓
Baldwin Equine Veterinary Services	Employer Organisation	NSW	No			✓	
Ballarat Wildlife Park	Commercial Business	VIC	Yes		✓	✓	
Balmoral Equestrian Centre	Commercial Business	VIC	Yes		✓	✓	
BarkRoyal Dog Day Day Spa & Day Care	Commercial Business	ACT	No			✓	
Barossa Veterinary Service	Commercial Business	SA	Yes			✓	
Bathurst Veterinary Hospital	Commercial Business	NSW	Yes			✓	
Bayer	Commercial Business	NSW	No			✓	
Beenleigh State High School	RTO public	QLD	No		✓		✓
BEGA VET HOSPITAL	Employer Organisation	NSW	No			✓	
Belong - Acacia Ridge Community Centre	Commercial Business	QLD	No		✓	✓	
Ben Neville Equine dentistry	Commercial Business	WA	Yes		✓	✓	
Benora Boardking Kennels & Cat Flats	Commercial Business	ACT	No			✓	
Berrima Horse Trials	Commercial Business	NSW	Yes		✓	✓	
Berrys Creek Horsemanship Centre	Commercial Business	VIC	Yes			✓	
Best Friend Dog Care	Commercial Business	SA	No			✓	
Best Friends Pet Centre	Commercial Business	ACT	No			✓	

Bill Atkinson Farrier	Commercial Business	SA	Yes		✓	✓	
Bit Bank Australia	Commercial Business	National	Yes		✓	✓	
BJ Network Consulting Australia	RTO private	National	Yes		✓		✓
Blacktown City Council	Local Government	NSW	No	✓	✓	✓	✓
Blakes Crossing Veterinary Surgeries	Commercial Business	SA	Yes			✓	
Blazing Saddles	Commercial Business	VIC	Yes			✓	
Bloomingtails	Commercial Business	NSW	No			✓	
Bondi Junction Veterinary Hospital	Commercial Business	NSW	No		✓	✓	
Bonorong Wildlife Sanctuary	Commercial Business	TAS	No	✓	✓	✓	✓
Bowning Mobile Veterinary Service	Commercial Business	NSW	Yes			✓	
Box Hill TAFE	RTO public	VIC	No	✓			✓
BRC St Vincent's Hospital Melbourne	Commercial Business	VIC	No			✓	
Brisbane Bird and Exotics Veterinary Service (BBEVS)	Commercial Business	QLD	Yes		✓	✓	
Brisbane College of Australia	RTO private	QLD	No				✓
Broad Nominees	Commercial Business	WA	No			✓	
Bullsbrook Vet	Commercial Business	WA	Yes			✓	
Bunbury Wildlife Park	Commercial Business	WA	Yes		✓	✓	
Bundanoon Veterinary Hospital	Commercial Business	NSW	Yes			✓	
C Horses EFL	Commercial Business	VIC	Yes			✓	
Cairns Regional Council	Local Government	QLD	Yes		✓		
Calm Companions	Commercial Business	QLD	Yes		✓	✓	
Caloundra Pony Club	Commercial Business	QLD	Yes			✓	

Canberra Equestrian Centre	Commercial Business	ACT	No		✓	✓	
Canberra Equine Hospital	Commercial Business	ACT	No			✓	
Canberra Institute of Technology	RTO public	ACT	No		✓		✓
Canberra Pet Centre	Commercial Business	ACT	No			✓	
Canberra Reptile Zoo	Commercial Business	ACT	No		✓	✓	
Canobolas Vets	Commercial Business	NSW	Yes			✓	
Capricorn Equestrian Centre	Commercial Business	QLD	Yes		✓	✓	
Careers Training Centre	RTO private	QLD	Yes				✓
Caroline Springs Veterinary Hospital	Commercial Business	VIC	No			✓	
Cat Shack	Commercial Business	VIC	Yes			✓	
Caversham Wildlife Park	Commercial Business	WA	Yes		✓	✓	
Cedar Creek Wombat Rescue & Hospital	Commercial Business	NSW	Yes		✓	✓	
Centenary Heights State High School	Education Other	QLD	Yes		✓		
Centenary Institute	Commercial Business	NSW	No			✓	
Central Australia Aboriginal Congress	Industry Association	NT	Yes			✓	
Central Highlands Veterinary Group	Commercial Business	VIC	Yes			✓	
Charleville Vet Surgery	Employer Organisation	QLD	No			✓	
ChenoVet Pty Ltd	Commercial Business	NSW	Yes			✓	
Children's Cancer Institute	Commercial Business	NSW	No		✓	✓	
Church Street Veterinary Hospital	Commercial Business	NSW	Yes			✓	
Cider Fields	Commercial Business	QLD	Yes			✓	
City of Gold Coast	Local Government	QLD	Yes	✓	✓	✓	



City of Joondalup	Local Government	WA	Yes		✓		
City of Port Adelaide Enfield	Local Government	SA	No		✓		
City of Prospect	Local Government	SA	No		✓		
Claremont Therapeutic Riding Centre	Commercial Business	WA	No		✓	✓	
Cleland Wildlife Park	Commercial Business	SA	Yes		✓	✓	
Clever Creatures	Commercial Business	WA	Yes		✓	✓	
Coalfields Horseshoing Service	Commercial Business	NSW	Yes			✓	
Cobb & Co Equestrian Pty Ltd	Commercial Business	NSW	No			✓	
Cody Hanak's Equine Services	Commercial Business	SA	Yes		✓	✓	
Companion Care & Compliance	Commercial Business	National	Yes			✓	
Cornwall House Occupational Therapy Services	Commercial Business	WA	No			✓	
Cow Sports Australia	Industry Association	NSW	Yes	✓		✓	
Craigieburn Animal Hospital	Commercial Business	VIC	No			✓	
Crocodylus Park	Commercial Business	NT	Yes			✓	
Crocosaurus Cove	Commercial Business	NT	Yes			✓	
Currumbin Sanctuary	Commercial Business	QLD	Yes	✓	✓	✓	✓
Dakabin State High School	Education Other	QLD	Yes		✓		
Dardanup Shire Council	Local Government	WA	Yes			✓	
Dare To Go Bare	Commercial Business	TAS	No		✓	✓	
Darwin Pet Spa	Commercial Business	NT	Yes		✓	✓	
Dashing Designer Dogs	Commercial Business	VIC	No			✓	

Delmara Park	Commercial Business	NSW	Yes			✓	
Delta Institute	RTO public	National	Yes	✓	✓		✓
Delta Society	Commercial Business	National	Yes	✓	✓	✓	✓
Delta Therapy Dogs	Commercial Business	National	Yes			✓	
Department for Environment and Water	Local Government	SA	Yes	✓	✓		✓
Department for Innovation and Skills SA	State Government agency	SA	Yes	✓	✓	✓	✓
Department of Biodiversity Conservation and Attractions	Commercial Business	WA	Yes	✓	✓	✓	✓
Department of Defence	Federal Government	ACT	Yes				
Department of Environment, Land, Water & Planning	State Government agency	VIC	Yes	✓	✓	✓	✓
Department of Health WA	State Government agency	WA	Yes			✓	
Department of Primary Industries, Parks, Water & Environment (DPIPWE)	State Government agency	TAS	Yes	✓	✓	✓	✓
Destination Sydney Surrounds South	State Government agency	NSW	Yes		✓	✓	
Divine Creatures	Commercial Business	NSW	No		✓	✓	
Dog and Cat Board	State Government agency	SA	Yes	✓		✓	
Dog Diversity	Commercial Business	VIC	Yes		✓	✓	
Dog Groomers Association of Western Australia Inc.	Industry Association	WA	Yes	✓	✓	✓	✓

Dog Grooming Australia	RTO private	NSW	No		✓		✓
Dogotel	Commercial Business	ACT	No			✓	
Dogs Country Club & Kennel Resort	Commercial Business	VIC	Yes		✓	✓	
Dogs' Homes of Tasmania	Local Government	TAS	No		✓		
Dogs Queensland	Industry Association	QLD	Yes	✓	✓	✓	
Dogs United Training Academy	Commercial Business	WA	No		✓	✓	
Dogs Victoria	Industry Association	VIC	Yes	✓		✓	
Dogue Retail Group	Commercial Business	National	Yes		✓	✓	
Dolphin Discovery Centre	Commercial Business	WA	Yes		✓	✓	
Dolphin Marine Rescue	Commercial Business	NSW	Yes		✓	✓	
Downunder Equine	Commercial Business	VIC	Yes			✓	
Dr Kathy Klein Equine Veterinarian	Commercial Business	WA	Yes			✓	
Dr Lesley Hawson	Commercial Business	VIC	No		✓	✓	
Dr Vanessa Rohlf	Commercial Business	National	Yes		✓	✓	
Dressage Australia Pty Ltd	Industry Association	National	Yes	✓		✓	
Educational Services & Consultants Pty Ltd	RTO private	SA; WA	Yes		✓		✓
Elanco Animal Health	Commercial Business	NSW	No			✓	
Elizabeth Park Veterinary Surgery	Commercial Business	SA	No			✓	
Emmett Technique Aust	Commercial Business	QLD	Yes			✓	
Emtrain Fire and Community Safety Pty Ltd	RTO private	VIC	Yes	✓	✓		✓
Equestrian Australia	Industry Association	National	Yes	✓	✓	✓	✓

Equestrian Coach Education International	Commercial Business	National	Yes			✓	
Equestrian NSW	Industry Association	NSW	Yes	✓	✓	✓	
Equestrian Western Australia	Industry Association	WA	Yes	✓	✓	✓	
Equestricare	RTO private	WA	Yes		✓		✓
Equine Care Clinic Pty Ltd	Commercial Business	VIC	Yes			✓	
Equine Dental Association of Australia (EDAA)	Industry Association	National	Yes	✓	✓	✓	✓
Equine Soundness	Commercial Business	VIC	Yes			✓	
Equine Staff	Commercial Business	National	Yes		✓	✓	
Equine Veterinarians Australia	Industry Association	National	Yes	✓	✓	✓	✓
Equine Veterinary Association	Industry Association	NATIONAL	Yes	✓		✓	✓
Equiphoria	Commercial Business	NSW	Yes			✓	
Equipoise Equestrian	Commercial Business	NSW	Yes			✓	
Equitation Science International RTO	Commercial Business	National	Yes		✓	✓	
Esprit Racing	Industry Association	QLD	Yes	✓		✓	
EVDS Dental Training for Vets	Commercial Business	NSW	Yes		✓	✓	
Exotic Veterinary Nurse Training	RTO private	QLD	Yes				✓
Far North Queensland Wildlife Rescue	Commercial Business	QLD	Yes		✓	✓	
Featherdale Sydney Wildlife Park	Commercial Business	NSW	No		✓	✓	
Fire and Rescue NSW	Local Government	NSW	Yes	✓	✓		✓
Food & Primary Skills Victoria	State Government agency	VIC	No	✓	✓	✓	✓
Formal Dogs	Commercial Business	VIC	No			✓	

formerly North Brisbane CAE and Brassall Vet Surgery	Commercial Business	QLD	No			✓	
Four Corners Coaching	Commercial Business	QLD	No			✓	
Foxground Training Stables and Stud	Commercial Business	NSW	Yes		✓	✓	
Foxwood Farm Equestrian Centre	Commercial Business	WA	Yes		✓	✓	
G2Z/AIAM	Industry Association	National	Yes	✓	✓	✓	✓
Get Up & Gallop	Commercial Business	WA	Yes			✓	
GG Farriers	Commercial Business	VIC	Yes			✓	
Girraween Veterinary Hospital	Commercial Business	NT	Yes			✓	
Gladesville Veterinary Hospital	Commercial Business	NSW	No			✓	
Gladstone Vet Clinic	Commercial Business	QLD	Yes		✓	✓	
Glenlogan Park	Commercial Business	QLD	Yes			✓	
Glimmer Paint Horse Stud	Commercial Business	NSW	Yes		✓	✓	
Good 2 Go Equine Dentistry	Commercial Business	NSW	Yes	✓	✓	✓	✓
Good Dog AAI	Commercial Business	NT	Yes			✓	
Googong Equestrian	Commercial Business	NSW	Yes			✓	
GOONDIWINDI & DISTRICT VETERINARY SERVICES	Employer Organisation	QLD	No			✓	
Gorge Wildlife Park	Commercial Business	SA	Yes		✓	✓	
Gosden Dressage	Commercial Business	QLD	Yes			✓	
Goulburn Ovens Institute of TAFE	RTO public	VIC	Yes	✓	✓		✓
Great Artesian Veterinary Surgery	Employer Organisation	QLD	No			✓	
Greencross Ltd	Commercial Business	National	Yes	✓	✓	✓	✓

Greg Eurell Thoroughbreds	Commercial Business	VIC	Yes			✓	
Guide Dogs Australia	Commercial Business	National	Yes	✓	✓	✓	✓
Gympie State High School	Education Other	QLD	Yes		✓		
Gympie Veterinary Services	Commercial Business	QLD	Yes			✓	
Hall Veterinary Surgery	Commercial Business	ACT	No			✓	
Halls Gap Zoo	Commercial Business	VIC	Yes			✓	
Hamilton College	Education Other	VIC	Yes		✓		
Hanrob Dog Training Academy	RTO private	National	Yes		✓		✓
Hanrob Pet Hotels	Commercial Business	VIC	Yes			✓	
Happy Paws Happy Hearts Ltd	Commercial Business	QLD	Yes		✓	✓	
Harley Watts Farriery	Commercial Business	SA	Yes			✓	
Harness Racing SA Ltd	Commercial Business	SA	Yes		✓	✓	
Harness Racing Training Centre	RTO private	VIC	Yes		✓		✓
Harnessing Wellness	Commercial Business	VIC	Yes		✓	✓	
Harry Perkins Institute of Medical Research	Commercial Business	WA	No			✓	
Hartley's Crocodile Adventures	Commercial Business	NT	Yes		✓	✓	
Hawkesbury Dressage club	Industry Association	NSW	Yes	✓		✓	
Heiniger Australia Pty Ltd	RTO private	National	Yes				✓
Helgas Pet Resort	Commercial Business	NT	Yes			✓	
Hi Form Australia	Commercial Business	National	Yes			✓	
Hillcrest Christian College	Education Other	VIC	Yes		✓		
Hillydale Equine Training and Sales	RTO private	NSW	Yes				✓

Hoofhearted Hoofcare	Commercial Business	WA	Yes			✓	
Horsanity	Commercial Business	NSW	Yes			✓	
Horse FX	Commercial Business	National	Yes			✓	
Horse SA	Industry Association	SA	Yes	✓	✓	✓	✓
Horse Safety Australia	Industry Association	National	Yes	✓	✓	✓	✓
Horse Trust UK	Commercial Business	National	No			✓	
Horse Vet Dentist	Commercial Business	VIC	Yes		✓	✓	
Horsemed SA	Commercial Business	SA	Yes	✓	✓	✓	✓
Horses and People Magazine	Commercial Business	National	Yes		✓	✓	
Horses for Hope	Commercial Business	VIC	Yes	✓		✓	✓
Horses Helping Humans	Commercial Business	QLD	Yes		✓	✓	
Horsewise	Commercial Business	VIC	Yes			✓	
Hunter Pet Hotel	Commercial Business	NSW	Yes	✓	✓	✓	
hunter thoroughbred breeders association	Industry Association	NSW	No	✓	✓	✓	
Hurlstone Park Veterinary Hospital	Commercial Business	NSW	No		✓	✓	
Ian Leighton Horsemanship	Commercial Business	TAS	No			✓	
Illawarra Equine Centre	Employer Organisation	QLD	No			✓	
iM3 Pty Ltd (Corporate)	Supplier	National	Yes			✓	
Ingham Institute	Commercial Business	NSW	No			✓	
International Horse College	RTO private	National	Yes				✓
J Star ASH Stud	Commercial Business	NSW	Yes		✓	✓	
Jane Baker Racing	Commercial Business	VIC	Yes			✓	

Jenny Austin's Equine Services	Commercial Business	SA	Yes			✓	
Jerry's Plains Veterinary Hospital	Employer Organisation	NSW	No			✓	
Jesuit Community College	Education Other	VIC	No		✓		
Jet Pets	Commercial Business	National	Yes		✓	✓	
k9 playtime	Commercial Business	WA	No			✓	
K9 Potential	Commercial Business	QLD	No			✓	
K9 Tutor	Commercial Business	VIC	No			✓	
Kanyana Wildlife Rehabilitation Centre	Commercial Business	WA	Yes			✓	
kardinia vet clinic	Commercial Business	VIC	Yes			✓	
Katherine Veterinary Clinic	Commercial Business	NT	Yes			✓	
Kellyville Pets	Commercial Business	NSW	Yes			✓	
Kenmore Horse & Rider Training Centre	Commercial Business	QLD	Yes			✓	
Kiama Vet Hospital	Commercial Business	NSW	Yes			✓	
Kiaora Park Pet Care	Commercial Business	ACT	No			✓	
Knox Veterinary Clinic	Employer Organisation	VIC	No			✓	
Koala Park	Commercial Business	NSW	No			✓	
Kurnell Boarding Stables & Riding School	Commercial Business	NSW	Yes			✓	
Langwarrin Veterinary Clinic	Commercial Business	VIC	Yes			✓	
Lathlain Veterinary Clinic	Commercial Business	WA	No			✓	
Lead the Way Dog Training and Pet Services	Commercial Business	VIC	No		✓	✓	
Lexie's Dog and Cat Grooming	Commercial Business	WA	No		✓	✓	



Liberty Fields Sanctuary	Commercial Business	SA	Yes			✓	
Locum veteran for single practioner practices	Commercial Business	VIC	No			✓	
Lort Smith Animal Hospital	Local Government	VIC	No	✓	✓		
Lyppard Australia Pty Ltd	Commercial Business	National	Yes			✓	
Macquarie University	University	NSW	Yes	✓	✓	✓	
Make Headway	Commercial Business	VIC	No			✓	
Maleny Botanic Gardens & Bird World	Commercial Business	QLD	Yes			✓	
Malubillai Wildlife Carers Network	Commercial Business	WA	No			✓	
Manly Road Veterinary Hospital	Commercial Business	QLD	Yes			✓	
Manners 'n' more	Commercial Business	WA	No	✓	✓	✓	
Manning Vet Hospital	Commercial Business	NSW	Yes			✓	
Margaret River Equine Vets	Employer Organisation	WA	No	✓		✓	
Martin Godwin Equine	Commercial Business	VIC	Yes		✓	✓	
Master Farriers Association of NSW	Industry Association	NSW	Yes	✓	✓	✓	✓
Mates4Mates	Commercial Business	Qld	Yes		✓	✓	
Melbourne Veterinary School	University	VIC	Yes	✓	✓	✓	✓
Melbourne Zoo	Commercial Business	VIC	No		✓	✓	
Merlin Entertainment	Commercial Business	NSW	Yes		✓	✓	
MeyerVale Racing	Commercial Business	NSW	Yes			✓	
Milky Paws	Commercial Business	ACT	No			✓	
Mind Your Paws	Commercial Business	NT	No			✓	
MindDog	Commercial Business	National	Yes	✓		✓	

Miracle Assistance Dogs	Commercial Business	National	Yes	✓		✓	
Miss Behaviour Dog Training Services	Commercial Business	NSW	No		✓	✓	
Mogo Zoo	Commercial Business	NSW	Yes			✓	
Monaro Park Dog Boarding	Commercial Business	ACT	No			✓	
Monarto Zoo	Commercial Business	SA	Yes		✓	✓	
Monash University	University	VIC	No		✓	✓	
Moonlit Sanctuary Wildlife Conservation Park	Commercial Business	VIC	Yes		✓	✓	
Moranbah Veterinary Clinic	Commercial Business	QLD	Yes			✓	
Moree Pony Club	Commercial Business	NSW	Yes		✓	✓	
Moreton Bay Equine Vets	Employer Organisation	QLD	No			✓	
MP Equine Dentistry	Commercial Business	QLD	Yes		✓	✓	
Mt Lawley & Inglewood Vet Centre	Commercial Business	WA	No			✓	
Murray Bridge Racing	Commercial Business	SA	Yes		✓	✓	
My Best Friend Veterinary Centre	Commercial Business	WA	No			✓	
My Equine Dentist	Commercial Business	WA	Yes		✓	✓	
My healthy Horse	Commercial Business	VIC	No		✓	✓	
Nags to Riches	Commercial Business	WA	Yes		✓	✓	
National Cutting Horse Association. (NCHA)	Industry Association	National	Yes	✓	✓	✓	
National Health and Medical Research Council (NHMRC)	State Government agency	ACT	Yes			✓	
National Tertiary Education Union (NTEU)	Employer Organisation	National	Yes			✓	

National Zoo & Aquarium	Commercial Business	ACT	No	✓	✓	✓	✓
Natural Horse World Pty Ltd	Commercial Business	TAS	No			✓	
Newgate Stud Farm	Commercial Business	NSW	Yes		✓	✓	
Night Creatures	Commercial Business	QLD	Yes			✓	
Noosa District State High School	Education Other	QLD	Yes		✓		
Northern Illawarra Veterinary Hospital	Commercial Business	NSW	Yes			✓	
Northern Rivers Equestrian Centre	Commercial Business	NSW	Yes			✓	
Northern Rivers Veterinary Service	Commercial Business	NSW	Yes			✓	
Northern Territory Department of Environment and Natural Resources (DENR)	Local Government	NT	Yes		✓		
Northshore Pet Resort	Commercial Business	QLD	Yes		✓	✓	
NSW Animal Services P/L	Local Government	NSW	Yes				
NSW Fire and Rescue	Local Government	NSW	Yes	✓	✓	✓	
NSW State Emergency Service - Hawkesbury Unit	Commercial Business	NSW	Yes	✓		✓	
Office of The Training and Skills Commission, Department for Innovation and Skills (SA)	State Government agency	SA	Yes	✓		✓	✓
ORRCA Organisation for the Rescue and Research of Cetaceans in Australia	Commercial Business	National	Yes		✓	✓	
Outdoor Council of Australia	Industry Association	National	Yes	✓	✓	✓	
OZ Equine Dentistry	Commercial Business	SA	Yes			✓	

PADS-Personal Assistance Dog Solutions	Commercial Business	NSW	Yes		✓	✓	
Page Equine Dentistry	Commercial Business	QLD	Yes		✓	✓	
PamperPals	Commercial Business	QLD	Yes			✓	
Paw Behaviour Dog Training	Commercial Business	VIC	No			✓	
Paw Print Lane	Commercial Business	WA	No			✓	
Pawfect Style Academy	Commercial Business	QLD	Yes			✓	
Paws and Whiskers Boarding Kennel and Cattery	Commercial Business	QLD	Yes			✓	
PAWS Darwin	Commercial Business	NT	Yes			✓	
Paws on Board Dog Training	Commercial Business	NSW	Yes			✓	
Pawsitive K9 Behaviour	Commercial Business	NT	No			✓	
Peel Zoo	Commercial Business	WA	Yes		✓	✓	
Peppercorn Equestrian Centre	Commercial Business	NSW	Yes			✓	
Perth Zoo	Commercial Business	WA	No		✓	✓	
Pet Certified Australia	RTO private	QLD	No				✓
Pet Industry Association of Australia	Industry Association	National	No	✓	✓	✓	✓
Pet Nurture	Commercial Business	NSW	No		✓	✓	
Pet Professional Accreditation Board	Industry Association	National	Yes	✓	✓	✓	✓
Pet Professional Guild of Australia	Industry Association	National	Yes	✓	✓	✓	✓
pet professionals australia	RTO private	National	Yes		✓		✓
Pet Resorts Australia	Commercial Business	NSW	Yes		✓	✓	
Pet Stylist Academy	RTO private	QLD	Yes		✓		✓

Petaholic Warner	Commercial Business	QLD	No			✓	
PETBARN	Commercial Business	QLD	Yes	✓	✓	✓	✓
Peter MacCallum Cancer Centre	Commercial Business	VIC	No		✓	✓	
Pets Australia	Industry Association	National	Yes	✓	✓	✓	✓
Pets Galore	Commercial Business	QLD	Yes			✓	
PETstock	Commercial Business	National	Yes			✓	
Piaffe Whippets	Commercial Business	QLD	Yes		✓	✓	
Pimbury Equine	Commercial Business	WA	Yes			✓	
Pony Club Association of South Australia Inc	Commercial Business	SA	Yes		✓	✓	
Pony Club Australia	Commercial Business	National	Yes	✓	✓	✓	✓
ponyblue	Commercial Business	VIC	Yes			✓	
Port Kennedy Veterinary Hospital	Commercial Business	WA	Yes			✓	
Positive Pets	Commercial Business	WA	Yes		✓	✓	
Positive Psych Solutions	Commercial Business	National	Yes		✓	✓	
Pro Dogs	Commercial Business	VIC	No			✓	
Professional Equine Services Pty Ltd	Commercial Business	WA	Yes			✓	
Professional Farriers & Blacksmiths Association Qld	Industry Association	QLD	Yes	✓	✓	✓	✓
Provet/ Animal Industries Resource Centre	RTO private	National	Yes		✓		✓
Pups4Fun	Commercial Business	ACT	No		✓	✓	
Pups4Fun Dog Grooming	Commercial Business	ACT	No			✓	
Quantum Savvy Horsemanhip	Commercial Business	National	Yes			✓	

Queensland Police-Citizens Youth Welfare Association	State Government agency	QLD	No	✓	✓	✓	✓
Rainforest Station Nature Park	Commercial Business	QLD	Yes			✓	
Red Hill Pet Concierge	Commercial Business	ACT	No			✓	
Regional Development Australia Barossa Gawler Light Adelaide Plains	Local Government	SA	Yes	✓	✓		
Regional Development Australia (RDA) and Riverland Inc	Local Government	SA	Yes	✓	✓	✓	✓
Regional Development Australia (RDA) Far South Coast NSW	Local Government	NSW	Yes	✓	✓	✓	✓
Relationships Australia	Commercial Business	WA	No			✓	
Richmond Valley Riding School	Commercial Business	TAS	No			✓	
Riding for the Disabled (RDA)	Commercial Business	National	Yes	✓	✓	✓	✓
Riding for the Disabled Association of Australia	Commercial Business	National	Yes	✓	✓	✓	✓
Risk Response & Rescue	RTO private	NSW	Yes				✓
Rivercrest Christian College	Education Other	VIC	Yes				✓
Rivergum Referral Services	Commercial Business	WA	No			✓	
Riverside Christian College	RTO private	QLD	Yes		✓		✓
Roma Vet Clinic	Employer Organisation	QLD	No			✓	
Roscommon Equine Services	Commercial Business	NSW	Yes			✓	
Rosedale Racing Kennels	Commercial Business	VIC	Yes			✓	
Rosthwaite Farm	Commercial Business	NSW	Yes			✓	

RSPCA Australia Inc	Industry Association	National	Yes	✓	✓	✓	✓
RSPCA NSW	Commercial Business	NSW	Yes	✓	✓	✓	✓
RSPCA QLD	Commercial Business	QLD	Yes	✓	✓	✓	✓
RSPCA VIC	Commercial Business	VIC	Yes	✓	✓	✓	✓
RSPCA Victoria	Commercial Business	VIC	Yes		✓	✓	
Ruff Mutts	Commercial Business	NSW	Yes		✓	✓	
Rusty's Riding Retreat	Commercial Business	SA	Yes			✓	
SA Friends and Equines	Industry Association	SA	Yes	✓		✓	
Saddle On Pty Ltd	Commercial Business	VIC	Yes			✓	
Saddlery Brands International	Commercial Business	National	Yes		✓	✓	
Saddles Plus	Commercial Business	WA	Yes			✓	
Sahara Park Riding School / Sahara Park Performance Horses	Commercial Business	NSW	Yes			✓	
SAHMRI - South Australian Health & Medical Research Centre	Commercial Business	SA	No		✓	✓	
Samford Pet Resort	Commercial Business	QLD	Yes		✓	✓	
SANE Vet Management	Commercial Business	VIC	No			✓	
Scholars in Collars	Commercial Business	SA	No			✓	
Scone Equine Hospital	Commercial Business	NSW	Yes			✓	
SEA LIFE Sydney Aquarium	Commercial Business	NSW	No			✓	
Sea World Marine Park Queensland	Commercial Business	QLD	Yes		✓	✓	
Shaun Hearmon Equine Dental Services	Commercial Business	VIC	Yes		✓	✓	

Sheez Like the Wind	Commercial Business	NSW	No			✓	
Shire of Augusta-Margaret River	Local Government	WA	Yes				
Shire of Ngaanyatjaraku	Local Government	WA	Yes		✓		
Shoalhaven Zoo	Commercial Business	NSW	Yes			✓	
Shod by Rod	Commercial Business	SA	Yes			✓	
Silver Fern Equine Services	Commercial Business	VIC	Yes			✓	
Silverson Veterinary Clinic	Commercial Business	WA	Yes			✓	
Skills Generation	RTO private	QLD	Yes				✓
Smithfield State High School	Education Other	QLD	Yes				
Snakehandler Pty Ltd	Commercial Business	VIC	No		✓	✓	
Snowy Vets	Commercial Business	NSW	Yes			✓	
South Australian State Emergency Services	Local Government	SA	Yes				
SOUTH COAST VETERINARY HOSPITAL	Commercial Business	NSW	Yes			✓	
South Nowra Veterinary Hospital	Commercial Business	NSW	Yes			✓	
South West Wellbeing Centre	Commercial Business	WA	Yes		✓	✓	
Southern Eyre Team Penning	Commercial Business	NSW	Yes			✓	
Southern Hills Pony Club	Commercial Business	QLD	Yes			✓	
St Kilda Veterinary Clinic	Commercial Business	VIC	No			✓	
Stabler & Howlett Veterinary Surgeons	Commercial Business	QLD	No			✓	
Steven Brown Equine Dental Services	Commercial Business	QLD	Yes			✓	
Story Dogs	Commercial Business	NSW	No			✓	
Summerland Equine Vets	Commercial Business	NSW	Yes		✓	✓	



Superior Performance Dentistry	Commercial Business	NSW	Yes			✓	
Sydney barefoot Centre	Commercial Business	NSW	Yes			✓	
Symbio Wildlife Park	Commercial Business	NSW	Yes		✓	✓	
TAFE Gippsland	RTO public	VIC	Yes	✓	✓		✓
TAFE International Western Australia	RTO public	WA	Yes				✓
TAFE NSW	RTO public	NSW	Yes	✓	✓		✓
Tailored Paws	Commercial Business	QLD	No			✓	
TAL Australia	Commercial Business	National	No		✓	✓	
Taminmin College	Education Other	NT	Yes		✓		
Tamworth Equine Veterinary Centre	Commercial Business	NSW	Yes			✓	
Taronga Training Institute / Taronga Zoo	Commercial Business	NSW	Yes	✓	✓	✓	✓
Tasmania Zoo	Commercial Business	TAS	No		✓	✓	
Tasmanian Equine Veterinary Services	Employer Organisation	TAS	No			✓	
Tasmanian Secondary Colleges	Education Other	TAS	No		✓		
Tassie Devil Trailriders	Commercial Business	TAS	No			✓	
Territory Wildlife Park	Commercial Business	NT	Yes		✓	✓	
Tewantin Vets	Commercial Business	QLD	Yes			✓	
The Animal Hospital at Murdoch University	University	WA	Yes			✓	
The Aquarium Vet	Commercial Business	VIC	Yes			✓	
The Arabian Horse Society of Australia	Industry Association	SA	Yes	✓	✓	✓	
The Australian Cattle Dog Club Of Victoria Inc	Industry Association	VIC	Yes	✓		✓	

The Australian National Kennel Council	Industry Association	National	No	✓		✓	
The Canine Perspective	Commercial Business	NSW	Yes			✓	
The Centre of Service and Therapy Dogs Australia (CSTDA)	Commercial Business	National	Yes		✓	✓	
The Dental Vet	Commercial Business	National	No			✓	
The Dog Emporium	Commercial Business	QLD	Yes		✓	✓	
The Fish Vet	Commercial Business	National	Yes		✓	✓	
The Hamilton and Alexandra College	RTO private	VIC	Yes				✓
The Happy Hound Initiative	Commercial Business	TAS	No	✓	✓	✓	✓
The John Curtin School of Medical Research	Commercial Business	ACT	No		✓	✓	
The Lost Dogs Home	Commercial Business	VIC	No		✓	✓	
The National Aboriginal Community Controlled Health Organisation (NACCHO)	Industry Association	ACT	No	✓		✓	
The Problem Horse	Commercial Business	VIC	Yes			✓	
The Therapy Pod	Commercial Business	QLD	Yes		✓	✓	
The Winged Horse Equine Welfare	Commercial Business	VIC	Yes			✓	
Therapeutic Dog Services	Commercial Business	SA	Yes			✓	
Thoroughbred Breeders of Victoria	Industry Association	VIC	Yes	✓	✓	✓	
TIGHE FARRIER SERVICES PTY LTD	Commercial Business	QLD	Yes			✓	
Toorak College	Education Other	VIC	Yes				
Torrens Health Group	Commercial Business	SA	No		✓	✓	

Town & Country Wild Dog & Feral Pest Control	Commercial Business	QLD	Yes			✓	
Tracs Wild Dog Management	Commercial Business	NSW	Yes			✓	
Training Performance	RTO private	NSW	Yes				✓
Treendale Pet Medical	Commercial Business	WA	Yes			✓	
Triquetra Training Services	RTO private	VIC	Yes				✓
True Trails	Commercial Business	TAS	Yes		✓	✓	
True Trails Learning Assistance	Commercial Business	TAS	No		✓	✓	
Tuggeranong Adult Riding Club	Commercial Business	ACT	No			✓	
University of Adelaide	Research Organisation	SA	No	✓	✓		✓
University of Melbourne	University	VIC	Yes	✓	✓	✓	✓
University of Queensland	University	QLD	Yes		✓	✓	
University of Sydney	University	NSW	No	✓	✓	✓	✓
University of Tasmania	University	TAS	No			✓	
University of Western Australia	University	WA	No			✓	
Urban K9 Training and Services	Commercial Business	VIC	No			✓	
Veresdale Equine Veterinary Services	Commercial Business	QLD	Yes			✓	
VERTEBRATE PEST MANAGEMENT AUSTRALIA	Commercial Business	National	Yes			✓	
Vet in the Valley	Employer Organisation	TAS	No			✓	
Vetcentric	Commercial Business	NSW	No			✓	
Veterinary & Companion Animal Behaviour Service (VCABS)	Commercial Business	QLD	No			✓	
Veterinary Advisory Services	Commercial Business	ACT	Yes	✓	✓	✓	✓

Veterinary Nurses Council of Australia (VNCA)	Industry Association	National	Yes	✓		✓	✓
Veterinary Surgeons Board	Regulator	WA	Yes	✓			
Veterinary Surgeons Board ACT	Regulator	ACT	No	✓			
Veterinary Surgeons Board of Queensland	Regulator	QLD	Yes	✓			
Veterinary Surgeons' Board of Western Australia (VSBWA)	Regulator	WA	Yes	✓			
VetPartners	Commercial Business	National	Yes		✓	✓	
VetPay	Commercial Business	SA	Yes			✓	
Vets on Eyre	Commercial Business	SA	Yes			✓	
Vets on Riverbank	Commercial Business	NSW	Yes			✓	
Victorian Aboriginal Community Controlled Health Organisation Inc.	State Government agency	VIC	No			✓	
Victorian Council of Social Service (VCOSS)	Local Government	VIC	No				
Victorian Master Farriers' Association	Employer Organisation	VIC	Yes	✓	✓	✓	✓
Victorian Racing Academy	RTO private	VIC	Yes				✓
Village Roadshow Theme Parks	Commercial Business	QLD	Yes		✓	✓	
Vines Pony Club	Commercial Business	NSW	Yes			✓	
Virbac Animal Health	Commercial Business	National	Yes			✓	
Vision Australia	Commercial Business	National	Yes			✓	
WA Horse Council	Industry Association	WA	Yes	✓	✓	✓	✓
Wagging School	Commercial Business	VIC	No	✓	✓	✓	✓

Walkabout Creek	State Government agency	QLD	Yes			✓	
WAMSI Kimberley Marine Research Program	Commercial Business	WA	Yes		✓	✓	
Warnbro Veterinary Hospital	Commercial Business	WA	Yes			✓	
Warner Institute	RTO private	VIC	Yes		✓		✓
Waroon Veterinary Clinic	Commercial Business	WA	Yes			✓	
Warton Road Small Animal Hospital	Commercial Business	WA	Yes			✓	
Warwick Equine Veterinarians	Employer Organisation	QLD	No			✓	
Wellington Village Vet	Commercial Business	VIC	No			✓	
Wentworth Falls Animal Hospital	Commercial Business	NSW	Yes			✓	
Werribee Open Range Zoo	Commercial Business	VIC	Yes		✓	✓	
Wesley Stewart Farrier Services	Commercial Business	NSW	Yes			✓	
West Wimmera Shire Council	Local Government	WA	Yes		✓		
Western Australian Local Government Association	Local Government	WA	Yes			✓	
Western Australian Veterinary Emergency and Specialty	Commercial Business	WA	Yes			✓	
What a Dog Needs	Commercial Business	NSW	No			✓	
Whispering Sands	Commercial Business	WA	Yes		✓	✓	
Widden Stud	Commercial Business	NSW	Yes		✓	✓	
Wiggle Butts	Commercial Business	VIC	No			✓	
Wilameka Equestrian	Commercial Business	SA	Yes			✓	
Wild About Hooves	RTO private	TAS	Yes				✓
Wild Action - Mobile Zoo	Commercial Business	VIC	Yes			✓	

Wildlife Health Australia	Industry Association	National	Yes	✓		✓	
Wildlife Victoria	Industry Association	VIC	Yes	✓		✓	
Willoughby Way	Commercial Business	SA	Yes			✓	
Windamere Horse Haven	Commercial Business	SA	Yes			✓	
Wings Wildlife Park	Commercial Business	TAS	No			✓	
WIRES	Commercial Business	NSW	Yes			✓	
Wooroolin Veterinary Services	Employer Organisation	QLD	No			✓	
Work With Horses	Commercial Business	SA	No			✓	
World Wide Association of Equine Dentistry - Aust Inc.	Industry Association	National	Yes	✓	✓	✓	
Wysequine	Commercial Business	QLD	Yes			✓	
YASS RIDING SCHOOL	Commercial Business	NSW	Yes			✓	
Yass Valley Veterinary	Employer Organisation	NSW	No			✓	
Yearlinga Park Equestrian Centre	Commercial Business	SA	Yes			✓	
Zia Park Equestrian Centre	Commercial Business	WA	Yes			✓	
Zoo and Aquarium Association	Industry Association	National	Yes	✓	✓	✓	✓
Zoos SA	Commercial Business	SA	Yes	✓	✓	✓	
Zoos Victoria	Commercial Business	VIC	Yes	✓	✓	✓	

# Section C: Proposed Projects

## 2021–2022 Project Details

### Project 1: Trainers of Assistance Dogs

#### Description

Growing evidence for how assistance animals can improve the quality of life for people with impairments and disabilities is driving demand for more skilled trainers of assistance dogs. This proposal is for the development of national units of competency to support the range of skills required of dog trainers in this important specialisation. The units would be packaged as a specialisation in existing qualifications. Assistance dogs are now supporting an expanding range of disabilities and impairments (e.g. epilepsy, dementia, mental ill-health, mobility and hearing impairment), all requiring distinct training methods to prepare the dog for interpreting and reacting to various symptoms and situations. Trainers not only require knowledge of the impacts of health-related conditions and how to train dogs for specific tasks, but they must also understand applicable legislation, risk management strategies, and public and workplace health and safety guidelines. Assistance dogs are covered under numerous laws for public access rights when assisting a person living with a disability. Accredited training, that utilises national units and qualifications, will support existing regulation and alleviate concerns associated with non-accredited trainers.

#### Case for Change

##### Rationale for Change

The expansion of assistance dogs into fields covered by the NDIS and other health streams has brought an increasing demand for greater regulation and skilled delivery of assistance animal training. This project proposes to develop up to 13 new units of competency to address the skills required for animal trainers to specialise in Assistance Dog Training. This will help meet the high demand for assistance dogs, ensure readiness for changing regulatory environments, and alleviate welfare concerns.

##### Reasons for developing the training products

This proposal emerged through consultation for the Pet Care & Animal Training Project in 2020.

The drivers of demand for training which are likely to ensure RTO enrolments and jobs growth are:

- Forthcoming changes to state-based and NDIS licensing and regulation requirements means new industry entrants and current trainers will seek – and perhaps be required to obtain – formal credentials (Queensland currently registers assistance dog providers and trainers, and other states and territories are proposing to follow this model).
- Employers, including not-for-profit agencies such as Assistance Dogs Australia and mindDog, are seeking qualified dog trainers to help shorten the lengthy waiting lists for assistance dogs, but are reporting shortages of adequately trained candidates.

To improve services for people with disabilities using assistance animals, the Commonwealth, state and territory governments are working together to develop options for a nationally consistent approach to the regulation and accreditation of assistance animals. The establishment of formal approaches to developing the capabilities of 'assistance animal trainers' is considered by stakeholders as a key enabler of reforms.

La Trobe University researchers recently reported on widespread calls by industry for nationally recognised training for assistance dog trainers to ensure workers possess the core skills to prepare dogs for a variety of purposes and client needs. Assistance dogs are now supporting an expanding range of disabilities and impairments (e.g. epilepsy, dementia, mental ill-health, mobility and hearing impairment), all requiring distinct training methods to prepare the dog for interpreting and reacting to various symptoms and situations. Trainers not only require knowledge of the impacts of health-related conditions and how to train dogs for specific tasks, but they must also understand applicable legislation, risk management strategies, and public and workplace health and safety guidelines. Current dog trainers need to be upskilled to train dogs for newly-offered services in the context of a changing regulatory environment, while a specialisation stream is required for new trainers entering the industry.

### **What would be the implications of not making the change?**

In the absence of nationally recognised skills standards, there is evidence of poorly trained assistance animals failing to support people with disabilities to participate in aspects of personal and public life, while also falling short of the Disability Discrimination Act's standards for hygiene and behaviour. The proposed changes will mitigate some client risks that cannot be mitigated in alternative ways. There is currently a 2-5 year waiting list for an assistance dog. Due to the lengthy waiting lists through not-for-profit agencies, NDIS agencies are employing dog trainers without specific formal credentials, and are struggling to obtain evidence that these trainers meet appropriate quality assurance requirements.

There remains significant confusion regarding the legal status of non-accredited animal assistance training. Federal Law does not stipulate who can accredit a dog to be an assistance animal, or what specific training is required. The current regulatory framework surrounding assistance animals is described as 'inadequate' due to a lack of guidance on appropriate training standards for the expanding range of disabilities and impairments that assistance animals are employed to assist with (Harpur *et al.*, 2018). The lack of national standards sustains legal ambiguities over whether a dog is a 'companion' or 'assistance animal', with concerns that this leads to fraudulent disability benefits claims. Research indicates that this 'grey zone' in turn facilitates demands for fake or inadequately trained assistance animals. Stakeholder feedback indicates that a lack of industry regulation, including skills standards, is a growing concern in protecting legitimate organisations and their clients..

### **Evidence for Change**

ABS data shows there were 20,234 'Animal Attendants and Trainers' in November 2020. This occupational field has one of the highest projected growth rates to 2024, which, at 10.5%, means there will be over 2,000 new entrants to the industry requiring skills training (in addition to training for employed persons who are upskilling). National Skills Commission IVI data indicates there were 123 job vacancies in December 2020. With positive media exposure and evidence of assistance animals raising the quality of life for people with impairments and disabilities, there is a growing demand for assistance dogs, particularly in regional and rural areas. Organisations such as Assistance Dogs Australia and Guide Dogs Australia have waiting lists with waiting times over two years. As a result, many owners are wanting their pets trained by private trainers to be their assistance dog.

There is significant support for nationally recognised training to upskill dog trainers to help reduce waiting times, increase the number of adequately trained dogs to fill the demand (particularly in regional and rural areas), and to support occupational therapists who are required to recommend NDIS funding for assistance dogs. Not-for-profit organisation stakeholders believe that the availability of formal training in Australia will attract international students. There is also confirmed stakeholder interest in applying for the new training package products to be on scope, and have already begun developing a training and assessment strategy plan, including scoping potential auspice arrangements.



## Consideration of Existing Products

Two units of competency, *ACMAAS401 Manage animals and facilitate human-animal interaction in animal-assisted services* and *ACMAAS402 Apply disability awareness to animal-assisted services*, were developed during the Pet Care and Animal Training project in 2020 to deliver training for people working in the Animal-Assisted Services Industry. These units were added as electives in the newly revised *ACM40321 Certificate IV in Animal Behaviour and Training*, which delivers core skills for working as an assistance animal trainer. However, during the project it was identified and reported to the IRC that there are further skill requirements specific to assistance *dog* training. Given the breadth of the Pet Care and Animal Training project, the IRC agreed with Subject Matter Experts that these additional matters deserved the attention of experienced dog training professionals, and that completion of the existing project (and updated training package products) would be unduly delayed if its scope were expanded. As a result, it was determined that a new Case for Change should be developed.

## Approach to Streamlining and Rationalisation of the Training Products Being Reviewed

Rather than proposing to develop a new qualification, this project recommends creating up to 13 new units, which would be packaged as a specialisation in an existing qualification (*Certificate IV in Animal Behaviour and Training*). Hence, the proposed specialisation recognises and supports the distinctiveness of this industry's job roles but is not inconsistent with streamlining and rationalisation objectives.

## Stakeholder Consultation

### Stakeholder consultation undertaken in the development of Case for Change

In addition to the Subject Matter Expert Working Groups that were engaged in the previous project, the IRC recommended industry specialists to be consulted during the development of this Case for Change. Several focus groups were also engaged online, including participants from across Australia; for example, remote areas of Queensland and Northern Territory. Participants and other stakeholders have facilitated introductions to further interested parties, such as industry organisations, special interest groups, independent and university research centres, training providers and not-for-profit assistance dog organisations. Many of these groups support the proposed development of assistance dog units and have registered their interest in contributing to further consultation activities.

### Evidence of Industry Support

Industry support for the proposed units was elicited through extensive email and telephone contact with a wide range of stakeholders, many of whom have stated their support for this project and willingness to contribute further. See attachment D for a list of organisations consulted and for letters of support.

### Proposed Stakeholder Consultation Strategy for Project

Proposed stakeholder consultation will include:

- Subject Matter Experts Working Groups (SMEWGs) to be established. Regular meetings will be held throughout the project (approx. 2-6) and will include:
  - Representatives from current regulators and those working on regulation proposals in different states and territories
  - Participants based in rural, regional and remote areas.
- Direct correspondence with key stakeholders, including relevant regulators and NDIS policy-makers.
- Direct consultation with State Training Authorities (STAs)
- Industry associations and other stakeholders from all states and territories to be invited to participate in consultations.
- Details of consultation dates will be published online, and an online forum will be facilitated for wider public consultation.
- RTOs will be engaged, and presentations and discussions will be held at trainer network events.
- Public web project page will be updated with project progress.

- Direct email promotion will be sent to stakeholders, including RTOs, regulators, industry associations.
- Skills Impact’s feedback hub will display all draft materials.
- Validation meetings on final drafts will be held with industry participants.
- A validation survey on the final drafts will be published on Skills Impact’s website.
- The project will be promoted on social media, e.g. Twitter and LinkedIn.

## Licencing or Regulatory Linkages

This project proposes to develop a unit of competency specific to understanding and meeting regulatory requirements and adapting to changing regulations.

## Project Implementation

### Prioritisation Category

It is proposed that this product development is progressed as a routine project.

While there is a clear need for the formalisation and professionalisation of skills for this industry’s workforce, this is partially being met through a range of non-accredited, informal and ad-hoc training methods. The proposed development of units will facilitate greater industry recognition and comprehensive skills development; however, this is neither urgent nor complex.

### Project Milestones

Months	Activity
1-3	Project planning and briefing, identification of experts and consultation with IRCs
4-5	Workshops with subject matter experts including research and workforce functional analysis
6-8	Public Consultation National public consultation of draft qualifications, skill sets and units (Including national workshops)
9	Review of public consultation and Equity Review
10-11	National public validation of final draft qualifications, skill sets and units
12	Approval of Case for endorsement to IRCs and submission to AISC

Commencement from the time of approval of the Activity Order.

### Summary of Components

All work is within the ACM Training Package.

Qualifications to be developed/revised:

- One qualifications to be reviewed
  - Up to one qualifications to be updated
  - There are no qualifications to be deleted
- There are no new qualifications to be created

Units of competency to be developed/revised:

- There are no units to be reviewed
- Up to 13 new units to be created

Skill sets to be developed/revised:

- There are no skill sets to be reviewed
- Up to three new skill sets to be created

## Delivery or Implementation Issues

There is a high level of interest amongst stakeholders, who anticipate that enrolment numbers will be adequate. RTOs have expressed concerns over obtaining TAE-qualified trainers, meaning applications for scope registration could be delayed. There is an urgent need in regional and rural areas for this training, but thin markets may present barriers to RTOs servicing these areas.

## Implementing the Skills Minister's Priority Reforms for Training Packages (2015 and October 2020)

### ***More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices***

The proposed units will provide guidance to the assistance animal sector and to training providers regarding the skills required to work within this industry. This will empower RTOs and consumers in making informed choices over nationally agreed, transferable and relevant training and skills development. It will also strengthen the industry such that it attracts more participants and funding.

### ***The training system better supports individuals to move more easily between related occupations***

The proposed units will better support dog trainers to upgrade their skills and comprehend and comply with changing state and territory standards and guidelines. As a result, they will be better placed to move between occupations in the animal care industry owing to the transferability of skills in dog training and behaviour across all animal welfare endeavours.

### ***Improved efficiency of the training system through units that can be owned and used by multiple industry sectors***

The proposed units will be of specific use to assistance dog trainers. During the project, Subject Matter Experts and the IRC will consider whether each of the units has applicability beyond assistance dog trainers (for example, task training for a wider range of animals) or could apply to a broader group of learners (which may be possible for the units focussing on the regulatory environment).

### ***Foster greater recognition of skill sets***

During this project, skill sets may be identified for future development in recognition of the rapid growth, maturation and changeability of this industry.

This Case for Change was agreed to by the Animal Care and Management IRC

Name of Chair  
Signature of Chair

Dr. Julia Crawford



Date

21/4/21

# Project 2: Companion Animal Incident Management

## Description

The 2019-2020 bushfires highlighted the important role of animal facility workers, emergency service workers and evacuation centres in supporting injured and displaced animals. With many evacuation centres overwhelmed, the need for revised evacuation protocols, procedures for accommodating companion animals and staff training were recommended by several reports, including the Royal Commission. The Royal Commission recommended 'national consistency in training and competency standards' to encourage resource and information sharing, and to enable 'someone trained in one state or territory to work effectively in another'. This proposal is for the review and revision of existing animal incident management units of competency. The proposed project will provide a national approach to the skills standards for responding to incidents involving companion animals, which could also be used by local boarding kennels, shelters, and evacuation centres to upskill staff.

## Case for Change

### Rationale for Change

The project is to develop training products to support recommendations of major inquiries into the 2019-2020 bushfires. In particular, the Royal Commission into National Natural Disaster Arrangements recommendation 70 is for the development of additional nationally consistent training and competency standards to complement existing products. This project proposes to develop up to 12 new Units of Competency and 3 new Skill Sets to address the skills required for animal facility workers and emergency services to plan, respond and care for companion animals during emergency situations.

Nearly three billion animals were killed, injured or displaced during the 2019-2020 bushfires. Tens of thousands of farm animals and domestic pets either perished or were evacuated and required emergency boarding. The *Royal Commission into National Natural Disaster Arrangements* (2020, p.280) describes how evacuation centres were overwhelmed and unable to accommodate all the domestic animals needing care and management. Some people put their lives at risk to evacuate domestic animals that could not be transported to, or accommodated by, evacuation facilities, with many unwilling to be separated from their pet or leave them in potentially smoke-affected areas outdoors. The *Royal Commission* recommends that evacuation centres review and update their plans to cater for people who are evacuating with animals. This view is supported by the *Final Report of the NSW Bushfire Inquiry*, which recommends that evacuation protocols and procedures be developed to ensure appropriate support is provided for people and their animals, including a process for animal registration at evacuation centres and effective identification of overflow sites when preferred facilities are at capacity. The RSPCA likewise highlight that boarding kennels need to be prepared for various eventualities, including their own evacuation or sudden influxes of animals needing food, medicines, treatment and places to rest.

### What would be the implications of not making the change?

In their submission to the *Royal Commission*, World Animal Protection report on a lack of coordinated bushfire response mechanisms to help save native wildlife, livestock, and companion animals. They submit that cross-border organisations and agencies lacked clear planning and often had to rely upon in-kind support from animal care professionals and volunteers. They also describe insufficiently trained response workers and reports of untrained individuals mounting their own animal rescue efforts. World Animal Protection conclude that bushfire response animal care and management was 'not of an appropriate standard'. If evacuation centre and kennel workers are not provided with opportunities to develop capabilities for animal care during emergencies, these places may continue not to offer space for pets. As a result, owners and untrained residents will continue to feel under-supported and put their lives at risk both to rescue and stay with their pets.

## Evidence for Change

ABS data shows there were 20,234 'Animal Attendants and Trainers' (including kennel hands, animal facility workers and not-for-profit animal welfare workers) in November 2020. This occupational field has one of the highest projected growth rates to 2024, which, at 10.5%, means there will be over 2,000 new entrants to the industry requiring skills training (in addition to training for employed persons who are upskilling). The National Skills Commission rates 'Animal Attendants and Trainers' as one of the most *resilient* occupations in terms of its relative employment growth prospects, while its IVI data indicates there were 123 job vacancies in December 2020. The proposed training package products have relevance for a broader variety of jobs, including emergency service workers and evacuation centre workers.

The Bushfire and Natural Hazards Cooperative Research Centre presents evidence-based research (led by Macquarie University) that, during emergencies, peoples' decision-making and behaviour is significantly affected by whether they own animals. Given that pet ownership is a risk factor for survival, 'animals need to be considered and integrated into emergency management and disaster preparedness, response, and recovery', which 'poses additional challenges for traditional responding. Extra preparation, knowledge and skills are required to ensure the safety of animals, their owners, and responders. In this context, animal emergency management has emerged as a relatively new area, with a more complex and often less experienced set of stakeholders requiring integration and coordination.'

In support of enhancing capabilities for managing animals in disasters, State Governments are funding initiatives; for example, WA's *Animal Welfare in Emergencies Grant* will assist local governments to improve animal welfare protocols during responses, backed by appropriate facilities to keep animals and their owners safe. Around \$100,000 is earmarked for procuring resources to house and care for animals in the event of an evacuation, while around \$80,000 is to fund improving response capabilities.

The *Royal Commission* (p.28) recommends 'national consistency in training and competency standards' to encourage resource and information sharing, and to enable 'someone trained in one state or territory to work effectively in another'. The proposed project will provide a national approach to the competencies for the skills required in dealing with companion animals in disasters. These products will be suitable as electives in both ACM qualifications and Public Safety (PUA) qualifications.

## Consideration of Existing Products

This project will review existing Animal Incident Management (ACMAIM) units for their relevance to the proposed Companion Animal Incident Management units. Minor changes to existing units may be appropriate so that they can be contextualised to include Companion Animals.

## Approach to Streamlining and Rationalisation of the Training Products Being Reviewed

The proposed units will be housed as electives in the ACM30121 Certificate III in Animal Care, ACM40221 Certificate IV in Animal Facility Management and ACM40121 Certificate IV in Animal Regulation and Management. They may also be packaged within skills sets to deliver the additional skills required for different job roles.

## Stakeholder Consultation

### Stakeholder consultation undertaken in the development of Case for Change

Rural employers involved in companion animal rescue operations during the 2019-2020 bushfires were targeted for consultation. With permission, members of focus groups and survey respondents for 'Managing Animals in Disasters' research conducted by Macquarie University were also approached. The Animal Care and Management IRC further recommended industry specialists to be consulted during the development of this Case for Change. These individuals facilitated introductions to other interested parties, such as industry organisations, primary industry departments, independent and university research centres, training providers and not-for-profit animal welfare organisations. Many of these groups support the proposed development of units and have registered their interest in contributing to further consultation activities.

### Evidence of Industry Support

Industry support for the proposed units was elicited through extensive email and telephone contact with a wide range of stakeholders, many of whom have stated their support for this project and willingness to contribute further.

### Proposed Stakeholder Consultation Strategy for Project

Proposed stakeholder consultation will include:

- Subject Matter Experts Working Groups (SMEWGs) to be established. Regular meetings will be held throughout the project (approx. 2-6) and will include:
  - Representatives from current regulators and those working on regulation proposals in different states and territories
  - Participants based in rural, regional and remote areas.
- Direct correspondence with key stakeholders, including relevant regulators and policy-makers.
- Direct consultation with State Training Authorities (STAs)
- Industry associations and other stakeholders from all states and territories to be invited to participate in consultations.
- Details of consultation dates will be published online, and an online forum will be facilitated for wider public consultation.
- RTOs will be engaged, and presentations and discussions will be held at trainer network events.
- Public web project page will be updated with project progress.
- Direct email promotion will be sent to stakeholders, including RTOs, regulators, industry associations.
- Skills Impact's feedback hub will display all draft materials.
- Validation meetings on final drafts will be held with industry participants.
- A validation survey on the final drafts will be published on Skills Impact's website
- The project will be promoted on social media, e.g. Twitter and LinkedIn.

## Licencing or Regulatory Linkages

Relevant regulations covering the learner's jurisdiction will be addressed within a unit selected for inclusion in the development units and will not need to be addressed separately.

## Project Implementation

### Prioritisation Category

It is proposed that this product development is progressed as a routine project.

While there is a clear need for national skills for this industry's workforce, this is partially being met through a range of state by state non-accredited, informal and ad-hoc training methods. The proposed development of units will facilitate greater national consistency, industry recognition and comprehensive skills development.

### Project Milestones

Months	Activity
1-3	Project planning and briefing, identification of experts and consultation with IRCs
4-5	Workshops with subject matter experts including research and workforce functional analysis
6-8	Public Consultation National public consultation of draft qualifications, skill sets and units (Including national workshops)
9	Review of public consultation and Equity Review
10-11	National public validation of final draft qualifications, skill sets and units
12	Approval of Case for endorsement to IRCs and submission to AISC

Commencement from the time of approval of the Activity Order.

### Summary of Components

All work is within the ACM Training Package.

Qualifications to be developed/revised:

- Three qualifications to be reviewed
  - Up to three qualifications to be updated
  - There are no qualifications to be deleted
- There are no new qualifications to be created

Units of competency to be developed/revised:

- There are no units to be reviewed
- Up to 12 new units to be created

Skill sets to be developed/revised:

- There are no skill sets to be reviewed
- Up to three new skill sets to be created

### Delivery or Implementation Issues

The length of time that it will take RTOs to develop learning resources and scope applications has been identified as a possible implementation issue.

## Implementing the Skills Minister's Priority Reforms for Training Packages (2015 and October 2020)

### **Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices**

New and existing units of competency will be developed so that they can be packaged in skill sets and as electives in existing qualifications to deliver nationally consistent training for those required to work in a range of emergency response sectors that involve dealing with and managing animal-related incidents.

### **Ensure the training system better supports individuals to move more easily between related occupations**

The proposed products will better support people in developing the transferable skills to move between animal care and public safety occupations due to their focus on planning, responding and managing emergency situations.

### **Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors**

The proposed units can be of use to specific companion animal incident management work but they are also flexible enough to be used for broader animal-related training, including veterinary nursing, exhibited wildlife workers and public safety.

### **Foster greater recognition of skill sets and work with industry to support their implementation**

The proposed project will strongly consider new skill sets as a way for emergency responders to upskill and for new workers to be introduced to companion animal emergency management.

This Case for Change was agreed to by the Animal Care and Management IRC

Name of Chair  
Signature of Chair

Dr. Julia Crawford



Date

21/4/21



## Attachment A: Training package components to change

Project number	Project name	Qualification/ unit / skill set	Code	Title	Details of last review (endorsement date, nature of update transition, review, establishment)	Change required
Project 1	Assistance Dog Trainer Addition	Unit	New	Interpret behaviour and train dogs using operant and classical conditioning techniques	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Train Assistance Dog in Specific Tasks	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Train Assistance Dog in complex tasks	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Handle a dog in an assistive role to support a client	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Fitting and use of equipment specific for assistance dogs	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Prepare animals for public access training and testing	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Assess clients for suitability and requirements for an assistance dog	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Assess teams for public access and provide follow up support	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Instruct assistance-animal handling and welfare to a handler with a disability	Establishment	New

Project number	Project name	Qualification/ unit / skill set	Code	Title	Details of last review (endorsement date, nature of update transition, review, establishment)	Change required
Project 1	Assistance Dog Trainer Addition	Unit	New	Select and place assistance animals and Assisting clients with using a dog to achieve (NDIS) goal-based disability objectives	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Understanding and meeting regulatory requirements and adapting to changing regulations	Establishment	New
Project 1	Assistance Dog Trainer Addition	Unit	New	Instructing handlers on how to use dogs specifically as a mental health tool	Establishment	New
Project 1	Assistance Dog Trainer Addition	Qualification	ACM40321	Certificate IV in Animal Behaviour and Training	Endorsement date: 13/Apr/2021 (Qualification updated with new units as a specialisation)	Update
Project 2	Companion Animal Incident Management	Unit		Marketing strategy to advise animal owners/clients on how to prepare to evacuate pets		New
Project 2	Companion Animal Incident Management	Unit		Database co-ordination <ul style="list-style-type: none"> <li>How to access database</li> <li>Not only require database on animals but where animal facilities are located.</li> </ul>		New
Project 2	Companion Animal Incident Management	Unit		Pre-planning for disaster emergencies.		New

Project number	Project name	Qualification/ unit / skill set	Code	Title	Details of last review (endorsement date, nature of update transition, review, establishment)	Change required
Project 2:	Companion Animal Incident Management	Unit		Risk Assessment – Preparing for all tasks using a risk approach to ensure safety.		New
Project 2:	Companion Animal Incident Management	Unit		Animal training required for services eg RSPCA, & AWL volunteers, Red Cross, evac centre personnel		New
Project 2:	Companion Animal Incident Management	Unit		Setting up evacuation centres		New
Project 2:	Companion Animal Incident Management	Unit		Communication skills: <ul style="list-style-type: none"> <li>• Liaising with emotionally distraught owners,</li> <li>• contacting and getting instructions for councils, and other government departments who oversee these emergencies DPI, Local Land Services etc in NSW.</li> </ul>		New

<b>Project number</b>	<b>Project name</b>	<b>Qualification/ unit / skill set</b>	<b>Code</b>	<b>Title</b>	<b>Details of last review</b> (endorsement date, nature of update transition, review, establishment)	<b>Change required</b>
<b>Project 2:</b>	Companion Animal Incident Management	Unit		Tracking of animals in and out: <ul style="list-style-type: none"> <li>• Scanning microchips etc</li> <li>• Record keeping</li> </ul>		New
<b>Project 2:</b>	Companion Animal Incident Management	Unit		Managing volunteers <ul style="list-style-type: none"> <li>• Identify and liaise with external parties and volunteer organisations</li> </ul>		New
<b>Project 2:</b>	Companion Animal Incident Management	Unit		Managing animals in the evacuation centres <ul style="list-style-type: none"> <li>• Separating species etc.</li> <li>• Managing animal behaviour in stress situations</li> <li>• Identifying and coordinating what outside services are required e.g. private veterinarians</li> <li>• Animal first aid</li> <li>• Biosecurity</li> </ul>		New

Project number	Project name	Qualification/ unit / skill set	Code	Title	Details of last review (endorsement date, nature of update transition, review, establishment)	Change required
Project 2:	Companion Animal Incident Management	Unit		Post disaster management <ul style="list-style-type: none"> <li>• Returning animals to owners</li> <li>• Establishing that there are suitable environments for pets to go back to owners</li> <li>• What to do if owners are not in a position to have their pets come back to them.</li> <li>• What actions to take if owners cannot be located</li> </ul> <i>{Consider ACMAIM305 - Carry out casualty and post-rescue management of animals}</i>		New
Project 2:	Companion Animal Incident Management	Unit		Resilience <ul style="list-style-type: none"> <li>• Caring for self in times of emergency where both mental and physical fatigue are highly likely and probable</li> </ul> <i>{Consider ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces}</i>		New
Project 2:	Companion Animal Incident Management	Qualification	ACM40221	Certificate IV in Animal Facility Management	13/Apr/2021 (Redesigned qualification that includes content from two qualifications. Entry requirements, new units and elective specialisations added)	Update

<b>Project number</b>	<b>Project name</b>	<b>Qualification/ unit / skill set</b>	<b>Code</b>	<b>Title</b>	<b>Details of last review</b> (endorsement date, nature of update transition, review, establishment)	<b>Change required</b>
<b>Project 2:</b>	Companion Animal Incident Management	Qualification	ACM40121	Certificate IV in Animal Regulation and Management	13/Apr/2021 (Title changed. Changes to packaging rules, core and elective units)	Update
<b>Project 2:</b>	Companion Animal Incident Management	Qualification	ACM30121	Certificate III in Animal Care Services	13/Apr/2021 (Redesigned qualification that includes content from three qualifications. New units and elective specialisations added)	Update