



Operational Code

Cats and Dogs to Australia

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1 July 2023

TITLE

Operational Code: Cats and Dogs to Australia

COMMENCEMENT

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ISSUING BODY

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Introduction

This introduction is not part of the Operational Code, but is intended to indicate its general effect.

Purpose

The purpose of this Operational Code is to set out the requirements necessary to export compliant cats and dogs to Australia, and feline and canine semen of New Zealand origin to Australia.

Background

The Director-General of the Ministry for Primary Industries (MPI) is responsible for the provision of export certification for animal material, including live animals and germplasm (embryos and semen) based on negotiated and agreed conditions between New Zealand and the importing countries. Overseas Market Access Requirements (OMAR), issued as notices under the Animal Products Act 1999 by MPI, include the relevant specifications and guidelines that need to be met before animal material can be certified for export. The relevant Overseas Market Access Requirements (OMAR) for the export of the cats and dogs (and canine and feline semen of New Zealand origin) to Australia is available on the MPI website.

Due to the large number of cats and dogs being exported from New Zealand to Australia, export health conditions were negotiated so that these animals can enter Australia directly without the necessity of an import permit or undergoing quarantine either before departing New Zealand or on arrival in Australia. The export of live animals from New Zealand usually requires official certification signed by an MPI Official Veterinarian (veterinarians employed by MPI). By agreement with the Australian Government, the provision of export certification for cats and dogs (and canine and feline semen of New Zealand origin) to Australia can be carried out by MPI Approved Veterinarians (New Zealand registered veterinarians approved by MPI for signing export certificates for cats and dogs to Australia).

The MPI Animal Exports team and the service provider (AsureQuality) work together to approve New Zealand veterinary practices and registered veterinarians, distribute certificates and audit the certification system to ensure this programme runs to a high standard. This is required to ensure that the Australian Department of Agriculture, Fisheries and Forestry (DAFF) continues to have confidence in the New Zealand certification system.

Who should read this Operational Code?

This *Operational Code* should be read by:

- Approved Veterinarians involved with the export of cats and dogs to Australia.
- Approved Veterinarians involved with the export of feline and canine semen of New Zealand origin to Australia.
- MPI Official Veterinarians involved with the certification of cats and dogs to Australia.
- Registered pet exporters.
- The Service Provider.

Why is this important?

This *Operational Code* details the operational requirements that apply to veterinary practices and veterinarians in regard to the certification of cats and dogs including feline and canine semen of New Zealand origin to Australia.

This *Operational Code* contains:

- (1) MPI requirements for the approval of veterinary practices for the certification of cats and dogs for export to Australia, and feline and canine semen of New Zealand origin to Australia.
- (2) MPI requirements for the approval of veterinarians to certify cats and dogs for export to Australia.
- (3) All necessary forms and links to enable these requirements to be met.

Document History

Version Date	Section Changed	Change(s) Description
1 July 2019	All sections of the programme, hereafter named the <i>Cats and Dogs to Australia (Operational Code)</i> .	<ul style="list-style-type: none"> • New OMAR format. • New programme version 7. • Comprehensive review of the <i>MPI Export Programme for Cats and Dogs to Australia</i>. • All previous amendments 2012 - 2018 are incorporated into version 7.
1 October 2022	All sections of the Cats and Dogs to Australia (Operational Code), hereafter named <i>Operational Code: Cats and Dogs to Australia</i> .	<ul style="list-style-type: none"> • Comprehensive review of the <i>Cats and Dogs to Australia (Operational Code)</i>. • Updates to procedures. • Clarity of when certification must be done by a MPI Official Veterinarian. • Updates to accompanying forms. • Updates to reflect the new name of the Australian competent authority. • Updates to reflect the current name of the MPI Animal Exports team. • All previous amendments and clarifications from 01 July 2019 – 31 September 2022 are incorporated into this <i>Operational Code: Cats and Dogs to Australia</i>, dated 01 October 2022.
1 July 2023	All sections of the <i>Operational Code: Cats and Dogs to Australia</i> .	<ul style="list-style-type: none"> • Updates to the subtitle of the Operational Code to align with the reference of the current export certificate dated 1 March 2023. • Removal of the requirement and references for <i>Ehrlichia canis</i> testing following Australia's updated requirements which removed <i>Ehrlichia Canis</i> testing and country freedom as a condition for importation. • Update to the residency period for imported cats and dogs to reflect Australia's updated requirements. • All previous amendments and clarifications from 1 September 2022 - 1 July 2023 are incorporated into this <i>Operational Code: Cats and Dogs to Australia</i>, dated 1 July 2023.
	Appendix 5	<ul style="list-style-type: none"> • Update to the pricing of the Service Provider component.
	Appendix 7	<ul style="list-style-type: none"> • Update to the pricing of the Service Provider component.

Other information

Refer to *Schedule 1* for definitions.

The information contained within a border throughout this document is for guidance and is not part of the requirements.

Part 1: Registration for Approval of Veterinary Practices and Veterinarians

1.1 Introduction

- (1) The system for the certification of cats and dogs and canine and feline semen of New Zealand origin to Australia requires veterinary practices to be approved by MPI with nominated veterinarians approved under *Operational Code: Cats and Dogs to Australia*, (hereafter known as the *Operational Code*).
- (2) For approval, veterinary practices and veterinarians must adhere to the standards and procedures specified in the *Operational Code*. MPI's approval and re-approval of approved practices and veterinarians for the *Operational Code* will follow an assessment process undertaken by AsureQuality.
- (3) MPI may also revoke approvals of practices or veterinarians that do not comply with the *Operational Code* requirements. Under some circumstances, MPI may apply additional requirements or conditions to approve or re-approve a veterinary practice or a veterinarian.

1.2 Approval requirements

1.2.1 Approved veterinary practice

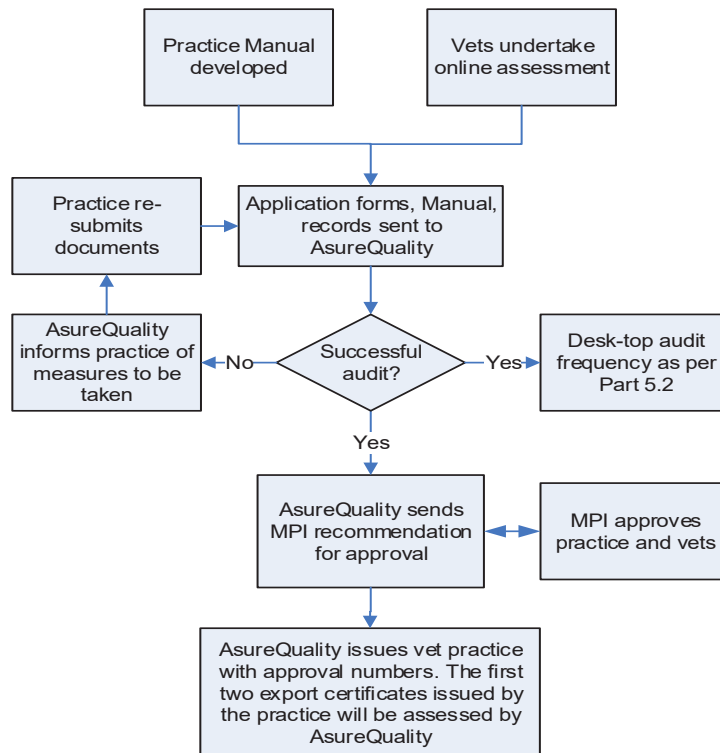
- (1) To become a newly approved veterinary practice, a practice must:
 - a) Assign a Practice Export Manager (PEM) who has the authority within the business to operate this *Operational Code*. This must be documented in the form of a signed letter from the owner/director or the general manager of the veterinary practice, which is kept in the practice *Operational Code* records and submitted to AsureQuality for auditing purposes.
 - b) It is permissible to appoint a second PEM to ensure that there is sufficient cover in the event of the initial PEM being unavailable to facilitate the requirements of the *Operational Code* accordingly.
 - c) Develop a [*Practice Manual*](#) that details all procedures for this *Operational Code*.
 - d) Submit the completed [*Application for Veterinary Practice Approval*](#), located in Appendix 3, to AsureQuality.
 - e) Submit a completed application form [*Application for Veterinarian Approval*](#), located in Appendix 4 for each veterinarian to be approved, to AsureQuality.
 - f) Submit a completed *Practice Manual* to AsureQuality for assessment. The *Practice Manual* must be referenced to the current version of the *Operational Code: Cats and Dogs to Australia*.
 - g) Pay all fees and charges.
 - h) Participate in the audit programme.
 - i) Provide Approved Veterinarians with:
 - i) The *Veterinary Council of New Zealand's Code of Professional Conduct for Veterinarians*, in particular the sections on the *Integrity of Certification* and *Conflicts of Interest*:
www.vetcouncil.org.nz
 - ii) The current version of the *Operational Code*.
 - iii) The practice's own *Practice Manual* for the export of cats and dogs to Australia.
 - iv) The current Overseas Market Access Requirements (OMAR) for *Cats and Dogs to Australia*.
 - v) The current OMAR for *Canine and Feline Semen of New Zealand Origin to Australia*, if relevant.
 - vi) Notifications and clarifications to the *Operational Code* from MPI or AsureQuality.
 - vii) Blank export certificates.
- (2) Once approval is confirmed for a new practice, the first two export certificates will be assessed by AsureQuality.

1.2.2 Approved veterinarians

- (1) To become a newly Approved Veterinarian a veterinarian must:
 - a) Be a veterinarian registered with the Veterinary Council of New Zealand.

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- b) Hold a current annual practising certificate as required under Part 1 of the Veterinarians Act 2005 entitling a veterinarian to practise in New Zealand.
 - c) Agree to abide by:
 - i) The *Veterinary Council of New Zealand's Code of Professional Conduct for Veterinarians* in particular the sections on the *Integrity of Certification* and *Conflicts of Interest*.
 - ii) The current version of the *Operational Code* for cats and dogs to Australia.
 - iii) The practice's own *Practice Manual* for the export of cats and dogs to Australia.
 - iv) The current OMAR for cats and dogs to Australia.
 - v) The current OMAR for feline and canine semen of New Zealand Origin to Australia, if relevant.
 - d) Complete the veterinary online assessment with a score of at least 90%.
 - (Ensure adequate training has been completed on all aspects of certification before attempting the assessment – the assessment is based on this *Operational Code*, the export certificate, the owner statutory declaration form and clarifications to the *Operational Code*).
 - Access located via <http://mpi.govt.nz/exporting/animals/pets/cats-and-dogs-to-australia/information-for-vets/>
 - e) Ensure that a completed application form ([*Application for Veterinarian Approval*](#)), located in Appendix 4, is provided to the PEM for submitting to AsureQuality.
 - f) Agree to participate in the audit programme.
- (2) AsureQuality will confirm approval of the veterinarian in writing before export certification can begin.
- (3) Veterinarians can only certify cats and dogs to Australia at the Approved Practice they are approved under.
- (4) If they move to another practice, they must complete another application form: [*Application for Veterinarian Approval*](#), located in Appendix 4 and ensure it is submitted to AsureQuality by the PEM if that practice is approved under the current *Operational Code* for cats and dogs to Australia. They may need to complete the online assessment again as part of the application.
- (5) If the new practice is not approved under the current *Operational Code* then the veterinarian cannot certify cats and dogs to Australia until the practice becomes approved under the current *Operational Code*.
- a) A veterinarian can be approved at multiple practices, but each practice must submit an application form located in Appendix 4, for this veterinarian to AsureQuality, who will confirm the veterinarian's approval at the practice.
- (6) When a veterinarian leaves a practice, the PEM must notify AsureQuality within 10 working days so that the veterinarian's approval with that practice can be terminated.

1.2.3 Process for becoming a newly approved veterinary practice



- (1) Where there are multiple practices with common management/ownership, it may be possible to incorporate the branches under the same approval number. Contact AsureQuality for more information.

1.2.4 Renewal of approval

- (1) Refer to Part 4, section 4.3 *Veterinary Practice Audit Process*.

1.2.5 Withdrawal of approval

- (1) If a practice wishes to withdraw their approval, this is to be notified to AsureQuality via email.
- (2) All blank certificates must be couriered back to AsureQuality in their original condition in order to receive a refund.
 - a) See Appendix 1 for the Service Provider's address.
- (3) A bank deposit slip on the practice letter head will need to be included.
- (4) The Service Provider will notify MPI of the practice's decision to withdraw and the register of approved practices will be updated accordingly.

1.2.6 Revocation of approval

- (1) Where requirements of the *Operational Code* are not being met to the satisfaction of MPI, the practice or individual veterinarian(s) may be directed by MPI to suspend all export operations.
- (2) Revocation of approval of a veterinary practice may be considered by MPI where:
 - a) there is serious or repeated failure to comply with the *Operational Code* duties;
 - b) fees are not paid; or
 - c) the practice fails to provide any additional information requested within the required time frame.
- (3) Revocation of approval of a veterinarian may be considered by MPI where:
 - a) Registration is not current with the Veterinary Council of New Zealand.
 - b) There is serious or repeated failure to comply with the *Operational Code* duties.
 - c) There is failure to abide by the *Code of Professional Conduct for Veterinarians*.
 - d) There is failure to appropriately identify and manage a conflict of interest.

- e) There is proof that the veterinarian is not a fit and proper person (e.g. conviction for fraud, dishonesty, or mismanagement).
- f) The veterinarian fails to provide any additional information requested within the required time frame.

1.2.7 Revocation procedure

- (1) If MPI proposes to revoke an approval or refuse to approve a veterinarian or veterinary practice to the *Operational Code*, MPI must give the PEM:
 - a) written notification containing such particulars that clearly inform the PEM of the substance of the grounds on which MPI proposes to revoke an approval or refuse to approve the veterinarian or veterinary practice; and
 - b) a copy of any information on which MPI relies in proposing to revoke an approval or refuse to approve the veterinarian or veterinary practice; and
 - c) a reasonable opportunity to make written submissions or be heard in respect of the matter; and
 - d) the right of appeal.
- (2) The right of appeal will be heard by MPI.
- (3) When MPI determines a veterinarian or veterinary practice will not be approved or an approval will be revoked, MPI will as soon as practicable notify the person, in writing, of:
 - a) the decision; and
 - b) the reasons for the decision, and the facts or assumptions on which it is based in the case of an unfavourable decision.
- (4) Due to the circumstances required for revocation of approval to either a veterinary practice or a veterinarian, most cases will be reported to the New Zealand Veterinary Council.

Part 2: Roles and Responsibilities

2.1 Practice Export Manager (PEM) responsibilities

- (1) The Practice Export Manager is responsible for ensuring that:
 - a) They have written authorisation to manage the *Operational Code* in the form of a signed and dated letter from the owner/director or the general manager (if they have the delegations to make such a decision) of the veterinary practice, which is kept in the practice *Operational Code* records and submitted to AsureQuality for auditing purposes. This must still occur even if the PEM is the owner/director or the Practice Manager of the practice.
 - b) The veterinary practice complies with all parts of the *Operational Code*.
 - c) A *Practice Manual* that details all procedures related to the *Operational Code* is developed (see *Practice Manual* template located in Appendix 9).
 - d) Receipt of export certificate forms are returned to AsureQuality within 10 working days of receipt of the export certificate(s).
 - e) Blank export certificates are stored according to section 3.3 of the *Operational Code*.
 - f) A copy of each completed export certificate is returned to AsureQuality within 10 working days of the issue of the signed export certificate.
 - g) An export certificate inventory is maintained (see *Export Certificate Inventory Template* located in Appendix 9, Part 7 as an example).
 - h) Unused export certificates are returned within the requested time frame when an export certificate recall is initiated and when the veterinary practice withdraws from certifying animals for export.
 - i) Adequate training on all aspects of the *Operational Code*, including all clarifications and relevant official updates, is completed and documented (see *Practice Export Training Record Template* Appendix 9, Part 7 as an example).
 - j) Approved Veterinarians are adequately trained in all aspects of certification and this training is documented in the *Practice Export Training Record*.
 - k) Only Approved Veterinarians within the practice certify cats and dogs for export to Australia.
 - l) Internal audits are undertaken at least twice per year in accordance with section 4.3.2 of the *Operational Code*.
 - m) The internal audit form is documented (see *Internal Audit Form* located in Appendix 9, Part 7 of the *Practice Manual* as an example).
 - n) All required information is provided to AsureQuality for practice audits when notified by AsureQuality.
 - o) AsureQuality is notified as soon as possible where a non-compliance that could affect the export status of a certified cat/dog has been identified by the practice.
 - p) Non-compliances (both internal and external) are managed and documented (see practice *Non-Compliance Spreadsheet/Issues Register* located in Appendix 9, Part 7 of the *Operational Code* as an example).
 - q) AsureQuality is notified in writing (email acceptable) of any changes (i.e. changes in PEM, Approved Veterinarians, change of contact details, etc.) within 10 working days of the change.
 - r) Necessary arrangements for managing the *Operational Code* are made in his/her absence and AsureQuality is notified of this change.

2.2 Approved veterinarian responsibilities

- (1) The Approved Veterinarian is responsible for ensuring that:
 - a) They comply with all parts of the *Operational Code*.
 - b) They complete adequate training on all aspects of certification.
 - c) They maintain up to date knowledge of requirements.
 - d) They complete the online veterinary assessment with a score of at least 90% (access the online assessment via <http://mpi.govt.nz/exporting/animals/pets/cats-and-dogs-to-australia/information-for-vets/>).
 - e) They declare and appropriately manage all conflicts of interest, (this should be provided to the PEM for record keeping).

- f) The exporter (the animal's owner, pet exporter or owner's representative) presenting the animal is made aware of their responsibilities as per Section 2.3 of the *Operational Code*.
- g) All certification is completed in accordance with Section 3 of the *Operational Code*.
- h) Only animals which comply with the OMAR are provided with a signed export certificate unless a dispensation/equivalence is provided by the Australian Department of Agriculture, Fisheries and Forestry (DAFF) and MPI.
- i) They participate in practice audits where necessary.

2.3 Exporter responsibilities

- (1) The Exporter is the person responsible for completing and signing the 'exporter's declaration' section of the export certificate. This can be either the animal's owner, or a pet exporter, or the owner's representative.
- (2) Verification of residency in the 'veterinary certification' section is based on the owner's signed declaration (either on the 'exporter's declaration' section of the export certificate or on the 'owner's statutory declaration').
- (3) The exporter is expected to:
 - a) Ensure that all documentation is in order, and all requirements in the OMAR have been met.
 - b) Under the *Animal Products Act 1999, Part 5*: Exporters are required to notify the Director-General MPI as soon as possible, and in any case not later than 24 hours after the event or first knowledge of the event, in any case where animal material or products exported or to be exported by the exporter –
 - i) are not fit, or are no longer fit, for intended purpose; or
 - ii) are refused entry by the foreign government concerned; or
 - iii) do not or no longer meet relevant requirements notified or made available under section 60A; or
 - iv) do not have, or no longer have, the required official assurances.

If the cat or dog does not comply with the importation requirements, and is refused entry by the border point, the exporter (as defined in point 2.3 (1),) must submit an *Export Non-Conformance Report* form to MPI within 24 hours after the event or first knowledge of the event. MPI will also notify the service provider of the export non-conformance.

- The report form including the information of where to send it to, is provided in the link below:
[Export Non Conformance Form-ENC](#)
- c) Complete the 'exporter's declaration' in full at the time of certification and before the animal is examined by the Approved Veterinarian. If the owner is not present at the time of certification (i.e., the 'exporter declaration' is signed by a pet exporter or the owner's representative) an 'owner's statutory declaration' (see Appendix 2 of the *Operational Code*) completed and signed by the owner in the presence of a Justice of the Peace (JP) or other person authorised to take a statutory declaration, must be presented to the certifying veterinarian who will keep this declaration on file. The 'owners statutory declaration' submitted to the Approved Veterinarian can be a scanned copy.
- d) Record cross-breeds with the breed of the dog or cat that it visually 'most resembles' - e.g., 'cross-breed Labrador' or "cross breed Persian" instead of just 'cross-breed' or 'mixed breed'.
- e) Provide relevant supporting documentation requested by the certifying veterinarian, e.g., test results, treatments etc.
- f) Notify the certifying veterinarian of any pre-existing health condition of the animal.
- g) Book travel arrangements with the airline for the animal and check if they require a pet exporter to complete the arrangements (refer to *Transport Requirements* in Part 6 of the *Operational Code*).
- h) Ensure the cage(s) for the animal(s) meets International Air Transport Association (IATA) requirements (refer to *Transport Requirements* in Part 6 of the *Operational Code*).
- i) Notify the veterinary practice of any change in the animal's health that may impact its fitness or eligibility for travel between the time of signing the export certificate and departure for Australia. A further clinical examination and re-evaluation of the animal regarding suitability of fitness for travel will be required in such situations.

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- j) Notify the Australian DAFF of impending arrival at least three days in advance. This should be done by emailing the Department's Regional Office located in the state in which the animal will first arrive in Australia (refer to *Contacts* Appendix 1). The email needs to include:

- i) Date and estimated time of arrival.
- ii) Flight number.
- iii) Air waybill number.
- iv) A short description of the cat/dog including microchip number.
- v) A contact phone number in New Zealand or Australia.
- vi) The address at which the animal is to reside in Australia.
- vii) Whether the dog is a disability assistance dog.

It is acceptable for the airline to contact the Australian DAFF with the above information on behalf of the owner. It is important, however, that the port of arrival in Australia receives the information at least three days before the date of export. It is the exporter's responsibility to ensure the notification is done. The exporter is expected to pay relevant fees involved in clearing the pet upon arrival in Australia – this is normally collected by the airline (air waybill).

- (4) Whenever a pet exporter, pet owner or Approved Practice receives a query from the Australian DAFF regarding a signed export certificate (e.g. request for replacement original certificate) they should contact MPI immediately. MPI will also notify the service provider of such events. Refer to section 2.3(3).
- (5) Once in Australia, it is recommended that owners contact a local veterinarian and the local authority for Australian requirements for registration, suggested vaccines, etc.
- (6) It is advisable to provide a further copy of the completed export certificate to the owner to facilitate registration(s) of the animal in Australia.

Part 3: Certification

3.1 Introduction

- (1) The export certificates - *Cats and Dogs from New Zealand to Australia* and *Canine and Feline Semen of New Zealand Origin to Australia* are not official assurances as defined in the Animal Products Act 1999, therefore they can be signed by an Approved Veterinarian, approved under the *Operational Code*.
- (2) From 01 October 2022, the export certificates – *Cats and Dogs from New Zealand to Australia* and *Canine and Feline Semen of New Zealand Origin to Australia*, must be signed by an Official Veterinarian (veterinarian recognised, authorised and employed by the Government for signing official assurances for live animals and germplasm) in the following circumstances:
 - a) The animal is a dog which has ever resided in mainland Africa during its lifetime, or this is unknown.
 - b) The cat or dog has been issued with a dispensation or equivalence. Please see section 3.7.5 (2) as an example of a dispensation.
 - c) The cat or dog is planned to be residing in Australia for 30 days or less and then returning to New Zealand.
 - i) These animals are referred to as a “short stay and require a New Zealand import permit to be issued, and potentially treatments to be administered prior to export to Australia.
 - d) The cat or dog is being exported to Australia for onward certification to another country, within 30 days of arriving in Australia, using testing, vaccinations and/or treatments administered in New Zealand.

In the case that the cat or dog is listed as above 3.1 (2) (a-d), the Approved Veterinarian will prepare the animal for export, but only a MPI Official Veterinarian will perform the certification. See the full process in section 3.16 for these scenarios.

3.2 Enquiries

- (1) All enquiries from Approved Veterinarians about the *Operational Code* should be referred to the service provider, AsureQuality.
- (2) Enquiries about OMARs, fitness for travel and dispensations should be referred to MPI (refer to Appendix 1 for contact details).
- (3) Whenever a pet exporter (or Approved Practice) receives a query from the Australian DAFF regarding a signed export certificate (e.g. request for replacement of original certificate) they should contact MPI immediately.

3.3 Export certificate security

- (1) Export certificates are controlled documents and must remain under the control of the Approved Practice at all times from being received until being signed and issued to the exporter.
 - a) The original export certificates must not leave the practice before the animal has been inspected and the export certificate signed by the Approved Veterinarian.
 - b) It is important to send the acknowledgement of receipt located in Appendix 6 of the *Operational Code Order Verification and Receipt Form* back to AsureQuality when each order of export certificates arrive at the practice.
 - c) Each export certificate has a unique identification number.
- (2) A photocopy or scanned copy of the signed export certificate must be sent electronically to AsureQuality within 10 days when an export certificate is signed and issued to the exporter.
 - a) The copy sent to AsureQuality notifies AsureQuality that the export certificate has been signed and issued.

- b) The veterinary practice is also required to send any original cancelled export certificates (e.g. too many mistakes) or notification of lost export certificates back to AsureQuality.
 - c) If an export certificate is cancelled or lost, or signed and issued for an assistance dog, and a replacement export certificate is required, follow the instructions for replacement export certificates (see section 3.11).
- (3) AsureQuality keeps inventory records for all export certificates issued to Approved Practices on behalf of MPI.
- a) PEMs and Approved Veterinarians are responsible for the security, control, and proper use of the export certificates in their custody.
 - b) Export certificates must be stored away from public access and adequately secured at all times.
 - c) The PEM must ensure an export certificate inventory is maintained (see *Export Certificate Inventory Template* in Appendix A of the *Practice Manual* as an example). They must ensure that all the relevant parts of the inventory are completed including the export certificate balance, the date export certificates are received, and the date the export certificates are signed and issued to the exporter. Each entry should be made on an individual line of the inventory.

Additional Guidance for 3.3

- It is permitted for the PEM of an Approved Practice to transfer export certificate(s) to another Approved Practice.
- In these situations, the transfer must be clearly recorded by both Approved Practices in their respective export certificate inventories.
- It is recommended that the PEM check with AsureQuality that the practice requesting the export certificate(s) is an Approved Practice prior to the transfer taking place.
- Both the Approved Practices are required to notify AsureQuality with the details of the transfer at the time of transfer.
- The details should include:
 - The name of the Approved Practice transferring the export certificate(s)
 - The name of the Approved Practice receiving the export certificate(s)
 - The number of export certificates transferred
 - The export certificate identification number range
 - The date of transfer.

3.4 Professional integrity for veterinarians

3.4.1 Integrity of certification and conflict of interest

- (1) Veterinarians must act in a manner that promotes the public's trust and confidence in the profession. Any veterinarian having a conflict of interest must not sign an export certificate.
- (2) Ownership, or part ownership of the animal as well as a financial or personal (e.g. family) interest in a pet exporting business are examples in which conflicts of interest can exist.
- (3) Read the latest online version of the *Professional Integrity for Veterinarians* document which is available at the Veterinary Council's website: www.vetcouncil.org.nz.

3.5 Ordering export certificates

- (1) Order blank export certificates from AsureQuality in sufficient numbers for clinic needs.
- (2) Orders must be received by AsureQuality on the [Request for Export Certificates](#) form (see Appendix 5) by email.
- (3) AsureQuality will send export certificates by courier.

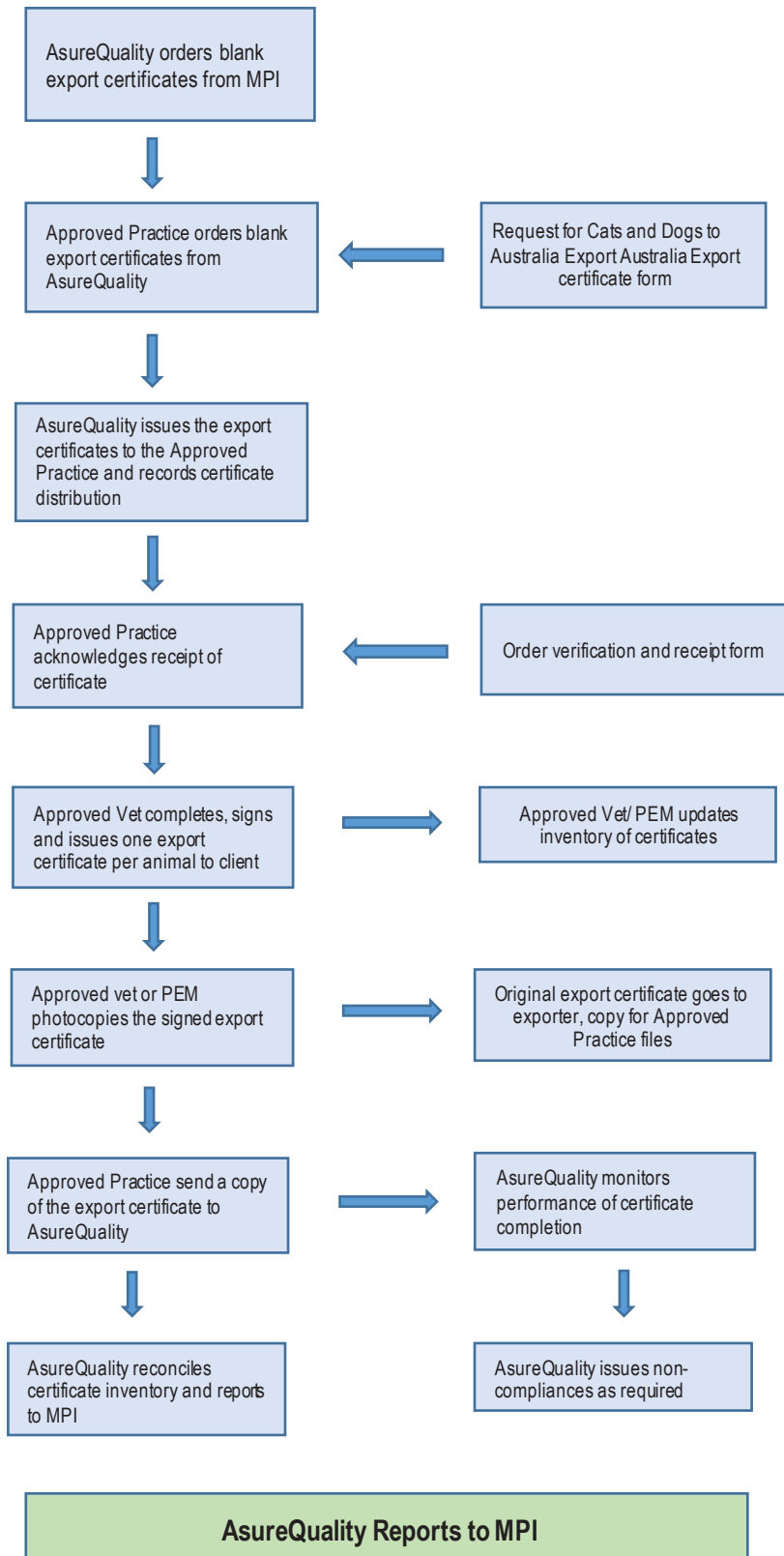
- a) These are normally dispatched within three to five working days of receipt of the order, unless otherwise notified.
 - b) A courier fee will be added to each order dispatched. If the Approved Practice requires an order urgently, the PEM should contact AsureQuality directly.
 - c) AsureQuality will issue an invoice following dispatch.
- (4) The Approved Practice must return the [Order Verification and Receipt Form](#) provided to acknowledge receipt of the export certificates within 10 working days (see Appendix 6). This ensures that AsureQuality is notified that the export certificates have been received.
 - (5) Only one export certificate can be signed and issued to the exporter for each animal.
 - (6) The Approved Practice must maintain a completed inventory of export certificates.
 - (7) The Approved Practice must notify AsureQuality of any cancelled or destroyed export certificates for the purpose of inventory control.
 - (8) Once the export certificate is completed, the Approved Veterinarian / PEM must photocopy or scan the signed export certificate for their clinic records and send a copy to AsureQuality.
 - (9) AsureQuality may charge an administration fee for replacing export certificates with too many errors (refer Section 3.11).

Additional Guidance for 3.5

- The cost of export certificates charged to the Approved Practice includes the MPI costs to AsureQuality for the printing and administration of the export certificates and the *Operational Code*. See Appendix 7 for *Operational Costs*.

- (10) When AsureQuality sends out the export certificates, any updates or changes to certification requirements or changes in costs will be notified. It is advised to regularly check the MPI website for updates and changes (<http://mpi.govt.nz/exporting/animals/pets/cats-and-dogs-to-australia/>).

3.5.1 Flow chart for ordering export certificates



3.6 Pre-certification preparation

- (1) It is advisable to discuss with the client the conditions on the export certificate that must be met for an animal to be eligible for certification to Australia.

This should be done in sufficient time to allow for any testing or Imidocarb treatment requirements that may be necessary.

If the cat or dog to be exported is described in point 3.1(2), the Approved Veterinarian can prepare the animal for export (organising Imidocarb administration / blood testing and parasite treatments), but only an MPI Official Veterinarian can certify the cat or dog for export to Australia.

See section 3.16 for the process for cats and dogs to be certified by an MPI Official Veterinarian and what the Approved Veterinarian will be required to provide.

- (2) Whilst the Approved Veterinary practice set their own protocol for the necessary appointments for the certification of cats and dogs to Australia, MPI endorses a protocol of at least 2 appointments several weeks apart, to ensure the animal fully meets the health requirements for certification and all supporting evidence is or can be supplied.

This tiered approach minimises the risk that the animal will fail the certification, and the export being postponed.

- (3) Ensure the client has all necessary details and documentation prior to the certification appointment to enable the export certificate to be signed.
- (4) It is advisable that a signed 'owner statutory declaration' should be obtained in order to provide a contingency plan to cover any issues that may arise in the event of the owner not being able to attend the final certification appointment as anticipated.

3.7 Filling out the export certificate

- (1) Export certificates should be completed using legible handwriting; use of block letters is recommended with tick notations only where stipulated.
 - a) Using a different colour ink to the printed certificate is ideal. There is no stipulation on the colour of ink used.
 - b) When correcting errors, ensure the ink colour used is the same as the initial error ink colour.
- (2) The only alterations/amendments to the export certificate that are permitted are:
 - a) Amendments for the replacement of export certificates as per section 3.11.
 - b) Error corrections as per section 3.7.12.
 - c) Where there is an option, tick the relevant box. Do not strike out options or clauses that are not applicable as this may delay the release of the animal by the Australian DAFF.
 - d) Do not add any additional writing or annotations to the export certificate.
 - e) Do not place the microchip sticker on the export certificate.
- (3) The Approved Veterinarian must make sufficient enquiries to satisfy themselves that:
 - a) The person signing the 'exporter's declaration' section understands the export certificate conditions for which they are providing information.
 - b) They have no reason to doubt the integrity of the person providing the declaration.
- (4) Dates must be in the format DD/MMM/YYYY e.g. 30/SEP/2022.
- (5) The MPI approval number is the number assigned to the Approved Practice once the practice has been formally registered as approved by the service provider.

Additional Guidance for 3.7**Example certificate checklist**

- An export certificate worksheet for cat and dog export is available on MPI's website:
<https://www.mpi.govt.nz/dmsdocument/18791-Dog-and-cats-Export-Certificate-worksheet>
- This worksheet is a useful tool that can be used to complete an export certificate accurately.

3.7.1 Exporter's declaration

- (1) The 'exporter's declaration' section in the export certificate must be completed only at the time of export certification (which must be within 5 days of export) and must be signed in the presence of the certifying veterinarian.
- (2) Only one box may be ticked to indicate the role of the person attesting to the Exporter's Declaration:
 - a) **Owner** is the bona fide owner of the animal. A separate owner statutory declaration (OSD) form is not required but is advisable to be obtained as a contingency measure.
 - b) **Exporter** is the commercial exporting company. An OSD form is required.
 - c) **Representative** is a person nominated by the owner to present the animal on their behalf. An OSD form is required.
- (3) The exporters declaration must be completed and signed immediately prior to before the certifying veterinarian signs the veterinarian's section of the export certificate, because clause 1 of the veterinary certification section states '*I have no reason to doubt the exporter's declaration*'.
- (4) The Approved Veterinarian must certify that all relevant clauses in the export certificate are complied with and, where relevant, obtain documentary evidence of verification e.g., OSD.
- (5) Certification of residency in the 'veterinary certification' section is based on the owner's signed declaration (either on the 'exporter's declaration' section of the export certificate, or on the OSD).

3.7.2 Animals presented for certification by exporter or representative

- (1) If an owner is unable to be present when a cat or dog is inspected for final certification, the owner's representative or the pet exporter presenting the animal for certification must provide the [Owner Statutory Declaration \(OSD\)](#) (Appendix 2).
- (2) The OSD form must be downloaded from the MPI website each time to ensure the current version is used. This declaration must be completed by the owner no more than 90 days prior to the scheduled date of export and signed by the owner in the presence of a Justice of the Peace (JP) or other authorised person.
- (3) In the case of an OSD being made and witnessed in a country other than New Zealand:
 - a) In accordance with New Zealand legislation *Oaths and Declarations Act 1957* ([Oaths and Declarations Act 1957 No 88 \(as at 28 October 2021\), Public Act 11 Declarations made outside New Zealand – New Zealand Legislation](#))
 - i) A declaration made in a commonwealth country other than New Zealand shall be made before a Judge, a commissioner of Oaths, a notary public, a Justice of the Peace, or any person authorised by the laws of that country to administer an oath there for the purposes of a judicial proceeding, or before a Commonwealth representative, or before a solicitor of the High Court of New Zealand.
 - ii) A declaration made in a country other than a commonwealth country shall be made before a Commonwealth representative, or before a Judge, or before a notary public, or before a solicitor of the High Court of New Zealand.
- (4) The information recorded on the OSD will enable the owner's representative / pet exporter to sign the 'exporter's declaration' within the export certificate.
- (5) It is permissible to accept an electronic version of the OSD provided all criteria has been satisfactorily met, and the electronic version is fully legible.

- (6) The original signed OSD or an electronic version OSD must be kept in the Approved Practice's records with the copy of the signed export certificate.
 - The OSD may be requested by the Service Provider for auditing purposes.
- (7) The OSD form is considered to be invalid if the wrong version is used, if it exceeds the 90-day validity period, or if the information on the OSD is incomplete. A replacement OSD form is required in these situations.
- (8) If there are any errors found on the OSD relating to either:
 - the name and address of the owner; or
 - the microchip number (scanned microchip number is different to the microchip number recorded on the OSD form); or
 - the residency section for a dog.

The animal must not be certified and a replacement OSD form will be required.

- a) Other minor errors on the OSD can be corrected by the Approved Veterinarian, using the same procedure as for error corrections on the Export Certificate. Refer to error section 3.7.12.
- b) For microchip read failure or the animal being presented without a microchip, see section 3.7.3 (2) b).

Additional Guidance for 3.7.1 and 3.7.2

- It is acceptable for the Approved Veterinarian to complete the first part ('exporter's declaration') of the export certificate in the presence of the exporter (owner, pet exporter, or a representative) except the signature part; provided the exporter reviews the declaration for accuracy prior to applying their signature.
- It is not acceptable for the owner or veterinarian to avoid the use of the owner's statutory declaration (OSD) by signing the export certificate more than 5 days prior to export or on a different day prior to the certification date.

3.7.3 Identification of the animal

- (1) Check that the identification of the animal matches its description and includes the microchip number. The microchip must be scanned, read, and confirmed at the time of certification.
 - a) Ensure the animal is microchipped prior to any testing or treatment and that the microchip number is on all documentation. If the animal presented is found to have a different microchip number to the microchip number recorded on the OSD, the Approved Veterinarian must not certify the animal unless they are fully confident the animal being presented is the same animal identified on the OSD. E.g. a typographical error in the microchip number recorded on the OSD may be corrected by the Approved Veterinarian, but in the event the microchip scanned is a completely different microchip number to the one recorded on the OSD, the animal must not be certified.
 - b) In the case of the animal being presented by a person other than the owner, the owner must ensure that the animal is microchipped, and the microchip is working, before the OSD form is signed.

Additional Guidance for 3.7.3 (1)

- In the case of a microchip read failure or the animal being presented without a microchip, the animal cannot be certified until it has been microchipped / re-microchipped.
- If the owner is not present at the examination, the Approved Veterinarian may re-microchip the animal in the presence of the nominated exporter or representative as authorised on the OSD form.
- The Approved Veterinarian should legibly cross the microchip number on the OSD form and record the new microchip number in the space above the crossed-out microchip number on the OSD form, and should sign and date the amendment.

- Only the microchip number that has been scanned and confirmed by the Approved Veterinarian must be written on the export certificate.
- In the event that there potentially exists more than one microchip, a covering letter from the certifying veterinarian explaining the details in relation to the animal's microchip must be attached by staple to the export certificate.

- (2) At the clinical examination, verify that the animal is at least eight weeks old, and in the case of a female is not more than 40 days pregnant, or suckling young at the time of export.

3.7.4 Disease freedom

- (1) Disease freedom for dogs: Canine Brucellosis (*Brucella canis*), Canine Ehrlichiosis (*Ehrlichia canis*), Leptospirosis due to *Leptospira canicola*, and Leishmaniasis are not endemic in New Zealand.
- a) MPI will notify Approved Practices of any relevant changes in New Zealand's animal health status. Should New Zealand's animal health status change in this respect, it is likely that exports in progress will be stopped at the airport or quarantined upon arrival in Australia.

3.7.5 Blood testing for dogs that have not been continuously resident in New Zealand

- (1) If a dog has not been continuously resident in New Zealand since birth, or since it was imported from Australia, it must be blood sampled with negative results at least 21 days after the dog has been released from quarantine using the following test:
- a) *Leishmania infantum* - an indirect fluorescent antibody test (IFAT) or an enzyme linked immunosorbent assay (ELISA), with negative test results.

Additional Guidance for 3.7.5

- At least 2ml of blood in a 5ml red top vacutainer tube is required.
- These test must be carried out by the MPI Animal Health Laboratory (see Appendix 1 for contact details), prior to the scheduled date of export. (In the case of an unfavourable test, it may be acceptable to have the blood retested at an approved laboratory in Australia to confirm a false positive. Inform MPI if you have an unfavourable test result).
- Allow up to two to three weeks for a result. Submission forms and current price charges are available from the MPI Animal Health Laboratory (see Appendix 1).
- The test must be done only after the dog has been resident in New Zealand for a minimum of 21 days after the dog has been released from quarantine.
- The testing remains valid as long as the dog is continuously resident in New Zealand and or Australia from the sampling date until export to Australia.
- A copy of the test results must be attached by staple to the export certificate.

3.7.6 Treatment for *Babesia canis*, for dogs that have previously resided in mainland Africa

- (1) Treatment for *Babesia canis*, for dogs that have previously resided in mainland Africa:
- a) The dog was treated as in clause 5 of the veterinary certification, while the dog was resident in New Zealand or for the purpose of import into New Zealand / Australia.
- b) All dogs which have resided in mainland Africa, must be prepared for export by the Approved Veterinarian, but can only be certified by an MPI Official Veterinarian.
- c) See section 3.16 and 3.16 (2) for the process for cats and dogs to be certified by an MPI Official Veterinarian and what the Approved Veterinarian will be required to provide.
- i) There is a charge associated with the MPI Official Veterinarian performing the certification.

- d) Australia will not accept testing for *Babesia canis*, therefore treatment will be required even for dogs that were tested upon entry into New Zealand.

Additional Guidance for (3.7.6) *Babesia canis*

- It is recommended that the treatment for *Babesia canis* includes a treatment with an external parasiticide after the last dose of Imidocarb Dipropionate.
- Imidocarb Dipropionate is available fromASUREQuality (see Appendix 8 of the *Operational Code*).
- Imidocarb Dipropionate has to be imported into New Zealand.
- Imidocarb Dipropionate importation, clearance and distribution may take up to 60 days from the time of ordering.

3.7.7 Treatment for internal and external parasites

- (1) Treatment of the cat/dog for internal and external parasites is to be done within 5 days of the scheduled time of departure.
 - a) Parasite treatment must be effective against internal (nematodes and cestodes) and external (treatment must kill ticks and fleas on contact) parasites, using drugs registered for that purpose in New Zealand.
 - b) The Australian DAFF website includes a table of acceptable parasite treatments for use in preparing dogs and cats for export to Australia - <http://www.agriculture.gov.au/cats-dogs/step-by-step-guides/parasite-treatment>. The list is not exhaustive but where an exporter wishes to use an unlisted product, they should contact the department first to check that it will be appropriate.
 - c) As a general rule, oral external parasite treatments do not meet Australian import conditions and should therefore not be relied upon for exporting dogs and cats to Australia.
- (2) The animal must be re-treated, and re-certified if the export occurs outside the 5-day time frame of the initial administration.

3.7.8 Treatment for clinical conditions

- (1) When an animal is currently under treatment for any clinical condition (e.g. resolving skin lesions), the Approved Veterinarian should provide a statement regarding the condition identified, and details of any current treatment.
 - a) This should be produced on practice letterhead and attached to the export certificate.
 - b) These details provide an explanation to quarantine officers about the condition of the animal and may facilitate the process of entering Australia.

3.7.9 Fitness for travel

- (1) The animal is required to be examined and checked for fitness for travel within 5 days of the scheduled time of departure from New Zealand. When assessing the fitness to travel, the nature and duration of the entire journey should be taken into account.
 - a) Animals with known health conditions (i.e. respiratory or cardiac problems, recent surgery, on medication, etc.) should be comprehensively assessed for fitness to travel.
 - b) There should be a plan in place to manage the animal's health condition before, during, and after travel which has been deemed acceptable by the certifying veterinarian.
 - c) Brachycephalic breeds are considered a high travel risk and specific consideration should be given and discussed with the owner in regards to their suitability for travel.
 - d) If the Approved Veterinarian has concerns regarding the welfare of a particular animal contact MPI Animal Exports on 0800 00 83 33 or animalexports@mpi.govt.nz.
- (2) The certifying veterinarian should make the exporter fully aware that if the health of the animal deteriorates between the time of the examination and the time of departure, then a further clinical examination and re-evaluation of the animal regarding suitability of fitness for travel will be required.
- (3) It is the certifying veterinarian's responsibility to only certify an animal if the animal satisfies the health and welfare requirements for fitness for international travel to Australia.

- (4) It is the certifying veterinarian's responsibility to only certify an animal, if in their opinion the animal does not pose a health and safety risk to the certifying veterinarian, the handler, airline or border staff.

3.7.10 Pregnant animals

- (1) Cats and dogs greater than 40 days pregnant are ineligible for export to Australia.
- (2) Females with suckling young and un-weaned animals are ineligible for export to Australia.

3.7.11 Transport

- (1) Cats and dogs must be transported to Australia in accordance with the container requirements specified in the IATA *Live Animal Regulations*: <http://www.iata.org/whatwedo/cargo/live-animals/pets/Pages/index.aspx>. Refer to *Transport Requirements* in section 6 of the *Operational Code*.

3.7.12 Errors on the export certificate

- (1) Errors in completing an export certificate may be corrected, providing the full signature of the Approved Veterinarian and the date of correction are applied.

Applying Corrections

- a) Any correction made by the exporter (owner/exporter/representative) must be checked, countersigned with full signature and dated by the certifying veterinarian. This is to prevent owners or exporters from making changes to the export certificate after it has been signed and issued.
- b) The certifying veterinarian may correct an error made in the 'exporter's section' and sign off and date the correction.
- c) The correction should be applied as close as practicable to the error. Errors should be struck out so that the previous wording remains legible.
- d) A maximum of four corrections per document may be made, the same error may be corrected more than once but this should be avoided where possible. If there are more than four error corrections, a new certificate must be used and the export certificate cancelled as per section 3.11.

3.7.13 Issuance of the export certificate

- (1) Where possible the export certificate should be peer reviewed for accuracy by a colleague. The certificate must only be signed when all the appropriate parts are completed.
- (2) The completed and signed export certificate should be photocopied to produce two photocopies. The original must travel with the animal, attached to the cage with any supporting documentation required when it leaves New Zealand.
- a) One copy of the signed export certificate is to be kept in the practice records with relevant supporting documentation.
- b) One copy is to be photocopied or scanned back to AsureQuality. Do not send copies of the export certificate to MPI.
- (3) Where supporting documentation needs to accompany the export certificate, the supporting documentation is to be stapled to the original export certificate, and a copy of the supporting documentation is to be stapled to the Approved Practice copy of the export certificate.
- (4) Copies of export certificates and any supporting documentation must be held for a minimum period of four years by the Approved Practice.

Additional Guidance for 3.7

- Professional fees charged to the owner/exporter for provision of certification are at the discretion of the Approved Practice.
- Should a query or problem arise with certification either before or after the animal has been exported, contact AsureQuality for advice and assistance (refer to Appendix 1 for contact details).

3.8 Prohibited breeds

- (1) A dog will not be permitted entry into Australia if it is one of the following pure breeds:
 - a) Pit Bull Terrier type or American Pit Bull
 - b) Japanese Tosa
 - c) Fila Brasileiro
 - d) Dogo Argentino
 - e) Perro de Presa Canario or Presa Canario.
- (2) The Staffordshire bull terrier is permitted entry into Australia.
- (3) New Zealand will not allow imports of any of the above dogs or cross-breeds of these dogs from Australia. For more information regarding the imports of any dogs into New Zealand, contact the MPI Animal Imports Team on animal.imports@mpi.govt.nz.

3.8.1 Hybrids

- (1) Australia's Environmental and Biosecurity Office (EBO), a sub department of DAFF excludes importing several hybrid breeds/ types of dogs and cats.

Dogs:

- a) The dog must not be a domestic/non-domestic animal hybrid (e.g wolf-dog cross) which includes but is not limited to breeds such as the:
 - i) Czechoslovakian wolfdog or Vlcak
 - ii) Saarloos wolfdog or wolf hound
 - iii) Lupo Italiano or Italian wolfdog
 - iv) Kunming wolfdog.

Cats:

- b) The cat must not be a domestic/non-domestic animal hybrid, which includes but is not limited to breeds such as the:
 - i) Savannah cat – domestic cat (*Felis catus*) crossed with serval cat (*Felis serval*)
 - ii) Safari cat – domestic cat crossed with Geoffroy cat (*Oncifelis geoffroyi*)
 - iii) Chausie – domestic cat crossed with Jungle cat (*Felis chaus*)
 - iv) *Bengal cat – domestic cat crossed with Asian leopard cat (*Prionailurus bengalensis*), see point 3.8.1 (b) for exception.
 - c) *Bengal cats are eligible for export to Australia if express permission has been granted by the Australia EBO.
 - i) The owner or exporter of the cat must make an application to the EBO referencing the cats microchip number and generation history of the cat.
 - ii) If EBO grant permission for the import of the Bengal cat, the applicant will receive an email permission notice. This notice must be presented to the Approved Veterinarian, and a copy of the notice should be kept with the Approved Practice's records.
 - d) Ocicats are eligible for export without express permission being granted by EBO.
- (2) More information can be accessed from the Australian DAFF website:
<https://www.agriculture.gov.au/biosecurity-trade/cats-dogs/step-by-step-guides/category-1-new-zealand>

3.9 Assistance dogs

3.9.1 Assistance dogs

- (1) Assistance dogs must comply with all of the requirements listed in the export certificate for cats and dogs to Australia.
 - a) Dogs that meet the definition of an assistance dog may travel in the cabin along with their assisted handler, if acceptable to the airline used.
 - b) Assistance dogs are defined as highly trained dogs for the purpose of assisting persons with a disability in the course of their daily lives. These dogs are trained and certified by a recognised

and approved national and/or international organisation. Only active (in use) assistance dogs that are accompanying their assisted handlers are eligible for export as assistance dogs.

- (2) The training of assistance dogs usually takes up to six months or more. This time can be included when factoring whether the dog 'has been in the service of its handler at, and/or under the supervision of the school for at least six months prior to the scheduled date of export.

3.9.2 Guide dogs

- (1) The exporter should provide official documentation from a member school of the International Federation of Guide Dog Schools which states that the guide dog has been in the service of its handler and/or under the supervision of the school for at least six months prior to the scheduled date of export.

3.9.3 Other assistance dogs

- (1) The exporter should provide official documentation from a recognised and approved assistance organisation that states the assistance dog has been in the service of its assisted handler and/or under the supervision of the organisation for at least six months prior to the scheduled date of export.

3.9.4 Other information for assistance dogs

- (1) See Appendix 7 for exemptions relating to charges for assistance dogs.
- (2) Organisations officially recognised in New Zealand include:

- Hearing Dogs for Deaf People New Zealand
- Mobility Assistance Dogs Trust
- New Zealand Epilepsy Assist Dogs Trust
- Blind Foundation
- Top Dog Companion Trust
- Assistance Dogs New Zealand
- Perfect Partners Assistance Dogs Trust.

3.10 Certification of Feline and Canine Semen

- (1) Feline and Canine semen of New Zealand origin can be certified to Australia by an Approved Veterinarian or an Official Veterinarian. The export certificate *Canine and Feline Semen of New Zealand Origin to Australia* must be used. These can be ordered from AsureQuality using the *Request for Export Certificates* (see Appendix 5) by email or post. See following link for: [Overseas Market Access Requirements – Canine and Feline Semen of New Zealand Origin to Australia](#).

3.11 Replacement export certificates

- (1) Where an export certificate needs to be replaced (lost or has too many errors) the Approved Veterinarian must:
 - a) Sign and issue a new export certificate with the following wording on the front page:
'Replacement of Export Certificate No dated which has been cancelled.'
 - b) Amend the original (if possible) and the photocopy of the cancelled export certificate by adding:
'Cancelled, Replaced by Export Certificate No dated and the reason for cancellation.'
 - c) Amend the *Approved Practice Inventory* of export certificates accordingly.
 - d) Return the original cancelled export certificate (or copy if lost) to AsureQuality with the 'Request for Export Certificates' order form (Appendix 5) for a replacement export certificate detailing the reason for replacement, (AssureQuality may charge an administration fee).
 - e) The certificate(s) for return are to be sent to the postal address of the Service Provider currently:
AssureQuality Export Administration, 31 Norman Hayward Place, Hamilton, 3240.

Additional Guidance for 3.11

- This procedure ensures that all export certificates are cancelled properly and are not able to be used.
- For assistance dogs return the copy of the export certificate with a '*Request for cats and dogs to Australia export certificates*' order form (Appendix 5) stating that the export certificate was for an assistance dog.
- In cases where an export certificate issued for an animal cannot be used within 5 days of signing and issuing the export certificate because of the animal becoming sick or a delay in flight, the animal must be re-examined and re-certified using a replacement certificate. The old certificate must be cancelled as per section 3.11.

3.12 Dispensations

- (1) Where an individual dispensation is required, the Approved Veterinarian or owner/exporter should contact the MPI Animal Exports team on 0800 00 83 33 or animalexports@mpi.govt.nz, for advice and assistance.
- (2) The exporter will need to apply for a dispensation directly to DAFF using the online application process.
 - a) The MPI Animal Exports team is aware that such applications may take several weeks to be reviewed by DAFF.
 - b) A fee for the dispensation application may be payable to DAFF, regardless of the outcome of the review.
 - c) If an application for a dispensation is granted by DAFF, the exporter must pass on the relevant communications received from DAFF to the MPI Animal Exports team.
 - d) All cats and dogs which have individual dispensations granted are to be certified by an MPI Official Veterinarian only. This is due to the export certificate needing to be officially amended and printed out on MPI security paper.
 - e) See section 3.16.1 for the process for cats and dogs to be certified by an MPI Official Veterinarian and what the Approved Veterinarian will be required to provide.
 - f) There is a charge payable to the MPI Animal Exports team for the application of a dispensation.
 - g) There will be a charge payable to the MPI Official Veterinarian for the certification of the animal.
- (3) Where general dispensations are permissible, e.g. airport closure due to a natural disaster, the MPI Animal Exports team will advise of the situation to Approved Practices and Registered Pet Exporters via email following negotiations with the relevant Australian Department. This information will also be placed on the MPI website as appropriate.
 - a) General dispensations will continue to be certified by Approved Veterinarians.
 - b) No extra charge is payable to DAFF or the MPI Animal Exports team to facilitate general dispensations which affect all cats and dogs to be exported to Australia.

3.13 Export certificate recall

- (1) The Export Certificates - *Cats and Dogs to Australia/ Canine and Feline Semen of New Zealand Origin to Australia* requirements can change intermittently. Where outdated versions of the export certificate are held by Approved Veterinarians or clinics and the export certificate needs to be recalled, they should be returned upon request, to AsureQuality.
- (2) Recalling ensures that only the current versions of the export certificates are in use. AsureQuality will replace stock on hand with the latest versions of the Export Certificates - *Cats and Dogs to Australia/ Canine and Feline Semen of New Zealand Origin to Australia* upon receipt of a new *Request Export Certificates* (see Appendix 5) form by email or post.
- (3) If the export certificate price changes, this will be notified to all Approved Practices at least one month in advance, and the export certificate price will be stated on the new *Request Export Certificates* form.

3.14 Export certificate monitoring

- (1) Approved Veterinarians providing certification services are accountable to MPI and will be subject to audit. MPI, AsureQuality and the Australian DAFF reserve the right to audit certification to ensure that standards are being maintained.
 - a) AsureQuality monitors completed export certificates on a monthly basis and will advise both the certifying veterinarian / Approved Practice and MPI of any serious non-compliance.
 - b) Refer to Part 4 Auditing, for the definitions and examples of non-compliances.
- (2) A serious non-compliance compromises the integrity of the *Operational Code* and will, in some cases, result in suspension of approval. In lieu of suspension of approval, Approved Practices with serious non-compliances found during the monthly random export certificate audits will be granted provisional approval which will enable the Approved Practice to continue to complete certification for cats and dogs for export to Australia, while being monitored for compliance by AsureQuality.
- (3) Following notification of a serious non-compliance, the Approved Practice will be required to provide documented evidence of corrective actions to close the non-compliance(s) to AsureQuality. As a result, the practice's audit frequency may be lowered by one level at the discretion of the service provider. Additionally, the auditor may request export certificates signed by the Approved Practice with copies of full supporting documentation for auditing purposes and/or require the relevant certifying veterinarians to complete a supplementary assessment for certification.

3.15 MPI Official Veterinarians

- (1) Official Veterinarians are officially recognised government veterinarians that certify live animals and/or germplasm to countries that require certification signed by an Official Veterinarian.
- (2) The training and on-going MPI auditing of these veterinarians allow them to certify cats and dogs (and semen) to Australia.
- (3) MPI Official Veterinarians do not need to apply to become Approved Veterinarians, though they still need to meet all certification and record keeping requirements.
- (4) Official Veterinarians will use their official signatory seal number in place of the MPI Approval Number.
- (5) Official Veterinarians will certify all cats and dogs which are described in points a-e below:
 - a) It is a dog which has ever resided in mainland Africa, or this is unknown.
 - b) The cat or dog has been issued with a dispensation or equivalence and require the template to be altered.
 - c) The cat or dog is scheduled to reside in Australia for 30 days or less and then return to New Zealand. These animals are referred to as a "short stay and require a New Zealand import permit to be issued prior to export.
 - d) All cats and dogs which are being exported to Australia for immediate onward certification to another country within 30 days of arriving in Australia, using testing, vaccinations and/or treatments administered in New Zealand.
 - e) If there is no Approved Veterinarian availability to perform the standard certification.

3.16 Process for Approved Veterinarians to follow to facilitate certification by an MPI Official Veterinarian

3.16.1 Standard certification process

This process is to be followed for all cats and dogs requiring to be certified by an MPI Official Vet.

- (1) All dogs and cats must be exported by a New Zealand based Registered Pet Exporter.
- (2) MPI Approved Veterinarians will need to administer the parasite treatment required for certification to Australia, to facilitate the MPI Official Veterinarian to certify and provide the final export certificate.
- (3) It is not permissible for a non-MPI Approved Veterinarian to administer parasite control for the purpose of export certification to Australia.

- a) MPI Approved Veterinarians are familiar with the approved parasite treatments for cats and dogs to Australia and will be required to prescribe and administer the parasite control in accordance with the certificate time frame and provide MPI Official Veterinarians with a certificate of administration: <https://www.mpi.govt.nz/dmsdocument/52708-Veterinary-Treatment-certificate-for-dogs-and-cats-to-support-Official-MPI-export-certification-including-cats-and-dogs-to-Australia>
- (4) The MPI Approved Veterinarian will scan the animal's microchip, and record in the vaccination book and clinic records that the microchip has been scanned, and the number verified.
 - a) The Treatment Certificate must capture the details on the linked document, including:
 - i) Owner details
 - ii) Animal details
 - iii) Clinical examination details
 - iv) Treatment details
 - v) New Zealand registered veterinarian's details.

MPI Official Veterinarian Offices

- Auckland: liveanimalsauckland@mpi.govt.nz or telephone 099092706
- Wellington: liveanimalswellington@mpi.govt.nz
- Christchurch: liveanimalschristchurch@mpi.govt.nz or telephone 039431777

3.16.2 Dogs which have ever resided in mainland Africa (or status is unknown)

This process is for any dogs which are known to have ever resided in mainland Africa during their lifetime, or this is unknown.

Only MPI Approved Veterinarians can administer Imidocarb Dipropionate for the purpose of export to Australia, to facilitate the MPI Official Veterinarian to certify and provide the final export certificate.

The Approved Veterinarian is to follow the standard procedure for certification as per section 3.16.1 and the below:

- (1) If the dog is to be treated with Imidocarb Dipropionate in New Zealand, refer to Appendix 8 for ordering details and Clause 5 of the export certificate for the required dose to be administered.
- (2) The Approved Vet will need to ensure that the Imidocarb Dipropionate has also been recorded on the form: <https://www.mpi.govt.nz/dmsdocument/52708-Veterinary-Treatment-certificate-for-dogs-and-cats-to-support-Official-MPI-export-certification-including-cats-and-dogs-to-Australia>
- (3) If the dog was treated with Imidocarb Dipropionate prior to importation into New Zealand, the New Zealand Registered Pet Exporter will need to contact the MPI Official Veterinarians to determine whether sufficient records exist to provide certification, or if treatment will need to be administered in New Zealand.

3.16.3 Cats and dogs which have been issued with a dispensation or equivalence

This process is for any cats and dogs which have been issued with a dispensation or equivalence by the competent authority of Australia.

- (1) The Approved Veterinarian is to follow the standard procedure for certification as section 3.16.1

3.16.4 Cats and dogs scheduled to reside in Australia for 30 days or less and then returned to New Zealand (short stay)

This process is for any cats and dogs which are scheduled to return to New Zealand within 30 days of export to Australia.

- (1) The Approved veterinarian is to follow the standard procedure for certification as per section 3.16.1.
- (2) MPI Official Veterinarians will perform the final export certification for the cat or dog into Australia, as well as the inspection and clearance on its return to New Zealand.
- (3) There may be further treatments which are to be administered prior to export to Australia to facilitate the return. The Registered Pet Exporter and the MPI Official Veterinarian will be able to provide information if the cat or dog requires additional treatments in this circumstance.

3.16.5 Cats and dogs exported to Australia for immediate onward certification

This process is for any cats or dogs which are being certified initially to Australia, for onward certification to a third country within 30 days of arriving in Australia, using testing, vaccinations and/or treatments administered in New Zealand.

MPI will certify the cat or dog into Australia, as well as certifying additional testing or treatments administered in New Zealand that will be used by the government of Australia to certify the cat or dog onward.

- The form can only be used for dogs and cats which are intending to be certified in Australia for onward travel to a third country within a 30-day time frame of being exported from New Zealand.
 - Only dogs and cats which have been tested or treated in New Zealand can use this form and process.
- (1) The MPI Approved Veterinarian must follow the standard procedure for certification as per section 3.16.1 for export certification into Australia and the below.
 - (2) An MPI Approved Veterinarian must prepare the cat or dog for export certification to Australia on behalf of the MPI Official Veterinarian, however a New Zealand Registered Veterinarian may prepare the cat or dog for treatments required for the third country certification.
 - If the third country requires rabies vaccination, The New Zealand Registered Veterinarian will place an order for the rabies vaccine with AsureQuality, using the AsureQuality order form as usual: <https://www.mpi.govt.nz/dmsdocument/42081-Rabies-Vaccine-Order-Form>
 - See section **Rabies vaccination for onward Certification** for further information in relation to the administration of rabies vaccination for the purpose of immediate onward certification.
 - (3) The Registered Pet Exporter will provide the New Zealand Registered Veterinarian with form: *MPI Treatment and Vaccination form for immediate onward certification performed in Australia* form: <https://www.mpi.govt.nz/dmsdocument/51763-MPI-Treatment-and-Vaccination-form-for-immediate-onward-certification-performed-in-Australia> as published on the MPI website.
 - (4) The New Zealand Registered Veterinarian will print the *MPI Treatment and Vaccination form for immediate onward certification performed in Australia* form (link to this form in 3.16.5(3)) on practice letterhead if available.
 - (5) The New Zealand Registered Veterinarian will complete sections 1- 4 of the form before administering the treatment(s) required for the third country importation, and
 - a) will ensure sections 1- 4 is completed accurately and sign the form accordingly, and
 - b) will email a scan of the completed form: *MPI Treatment and Vaccination form for immediate onward certification performed in Australia* with corresponding clinic records to the MPI Official Veterinarian.
 - (6) The Registered Pet Exporter will present the completed form to the MPI Official Veterinarian at the pre-booked appointment.
 - (7) The MPI Official Veterinarian will perform the certification to Australia and will complete section 5 and endorse the form.

3.16.6 Rabies Vaccination for onward certification

- (1) The New Zealand Registered Veterinarian will complete sections 1-4 of the form before administering the rabies vaccine.
- (2) The New Zealand Registered Veterinarian will administer the rabies vaccination, and record in the vaccination book all the relevant details of the vaccine as normal.
 - Do not record any rabies vaccination details into a European Union Pet Passport.
 - Entries made by anyone other than an EU Official Veterinarian will result in invalidating the entire EU Pet Passport.

Part 4: Auditing

4.1 Introduction

- (1) All Approved Practices are subject to desk-top audits of their *Practice Manual*, completed export certificates and associated records. These audits will be undertaken by AsureQuality, who will request copies of relevant records.

4.2 Desk-top auditing frequency

- (1) After the initial desk-top audit, newly Approved Practices will start on Level 1 and will be approved for one year.
 - a) Three months prior to the approval expiry date, AsureQuality will notify the Approved Practice of the requirement for a veterinary practice audit for re-approval. The veterinary practice must be re-approved before the 1-year approval expiry date to retain the approval for the certification of cats and dogs for export to Australia.
- (2) If a veterinary practice undergoes a successful audit, they will move up to Level 2 and will be re-approved for two years.
 - a) Following this, if the veterinary practice undergoes a successful audit prior to the 2-year approval expiry date, the practice will move to level 3 and be re-approved for three years.

Audit level	Audit frequency	Period of approval
Level 0.5	Every 6 months	Six months
Level 1	Every year	One year
Level 2	Every 2 years	Two years
Level 3	Every 3 years	Three years

- b) If an audit outcome is deemed 'unacceptable' on account of a serious non-compliance, AsureQuality will inform the veterinary practice of measures to be taken to allow re-approval. As a result, the veterinary practice will be lowered by one level and audits and re-approvals will continue from the new level.
- c) In the case of a veterinary practice being on Level 1, and receiving a serious non-compliance, the practice may be lowered to Level 0.5 with an audit frequency and period of approval for 6 months.
 - i) If the practice undergoes a subsequent successful audit, they will be moved up to Level 1, and will be approved for 1 year, and follow the re-approval process as described in section 4.2 (1) and (2).

4.3 Veterinary Practice Audit Process

4.3.1 Approval/re-approval audit (external audit)

- (1) Prior to approval/re-approval, a desk-top audit will need to be successfully completed. AsureQuality will notify the PEM of the Approved Practice by email contact three months prior to the approval expiry date advising of the audit requirement and requesting the following information:
 - a) The completed *Practice Manual*, (updated according to the current *Operational Code*).
 - b) Written authorisation of the practice owner/director/general manager for the Practice Export Manager to administer the *Operational Code*.
 - c) Completed export certificate inventory (see *Export Certificate Inventory* template located in Appendix A of the *Practice Manual* as an example).
 - d) Completed non-compliance spreadsheet/issues register (see *Practice Non-Compliance Spreadsheet/Issues Register* located in Appendix B of the *Practice Manual* as an example).

- e) Completed training record (see *Practice Export Training Record* template located in Appendix C of the *Practice Manual* as an example).
 - f) Completed internal audit form(s) (see *Internal Audit Form* located in Appendix D of the *Practice Manual* as an example).
 - g) Approved Veterinarians who want to retain their approval status must sit the online assessment prior to the practice audit. The online assessment is based on the current version of the MPI *Operational Code*, as found on the MPI website.
 - h) AsureQuality will request copies of export certificates signed by the practice and full copies of associated supporting documentation.
- (2) AsureQuality will liaise directly with MPI in the event of any information which may deem a veterinary practice or a veterinarian unsuitable for standard re-approval.
- (3) Examples whereby AsureQuality will liaise with MPI on permission for re-approval are captured in section 1.2.6(3) a-f).

Additional Guidance for 4.3.1

- The notification will advise the scope of the audit which includes verification of the above items, and verification of selected copies of any completed export certificates signed by the veterinary practice.
- Export certificates will be selected randomly from AsureQuality's database of export certificates signed by the practice.
- The notification will give 10-15 working days (depending on the number of veterinarians required to complete the assessment) to the practice to provide the requested documentation.
- The PEM can request a further 10 working day extension period, from the initial scheduled date, to provide the requested documentation. However, the extension request must be made to AsureQuality within the initial notification period. This ensures that AsureQuality is contacted either with the requested documentation, or for approval of an extension within the initial notification period.
- If the requested documentation is not received by AsureQuality by the granted extension date, (maximum 25 working days from the original notice), then AsureQuality will notify the PEM in writing, advising that non-compliances for overdue documentation will apply from the extended and agreed extension date, until all the requested audit documentation is received.
- AsureQuality will audit the documentation provided by the veterinary practice against the current *OMAR for Cats and Dogs to Australia* and the *Operational Code*.
- The veterinary practice export certificate inventory will be reviewed by AsureQuality against the relevant details recorded in AsureQuality's export certificate database.
- AsureQuality will verify that the veterinary practice keeps records to demonstrate that requirements in the *Operational Code* are being met. These records are defined in Part 5 of the *Operational Code*.
- AsureQuality will prepare a written evaluation report and issue non-compliance notices (if required).
- If the AsureQuality auditor identifies an opportunity for improvement an observation will be made. An observation is not a non-compliance but is a recommendation that would represent best practice if adopted.
- AsureQuality will provide the PEM with the evaluation report following the audit as well as a letter (email) detailing the outcome of the audit and corrective actions required. With regard to serious non-compliances, all corrective actions must be completed satisfactorily by the PEM before the practice is approved/re-approved.

- If AsureQuality identifies activities and potential issues that could affect New Zealand's market access, AsureQuality will notify MPI.
- While any updates or changes to certification requirements will be notified, it is recommended that the MPI website:
<https://www.mpi.govt.nz/take-or-send-from-nz/pets-leaving-nz/information-for-vets/>
 be checked to ensure that the current version of the *Operational Code*, and the issued *Clarifications to the Operational Code* document is being used.

4.3.2 Internal audit

- (1) All practices must do internal (self) audits covering their own *Operational Code* procedures and completed export certificates (certificate monitoring).
 - a) These should be done at least twice yearly.
 - b) An internal audit form has been developed to provide guidance for auditing (Appendix D of the *Practice Manual*).
 - c) All findings must be recorded, and any issues found should be raised using the practice *Non-Compliance Spreadsheet/Issues Register* (see practice *Non Compliance Spreadsheet / Issues Register* located in Appendix B of the *Practice Manual* as an example).
 - d) These records can be used as evidence of maintaining compliance within the Approved Practice and will be taken into account by AsureQuality during an audit.

4.4 Non-compliances

- (1) Non-compliances may be raised against an Approved Practice through monitoring of completed export certificates, either by a random spot check by the service provider, or by scheduled practice audits.
- (2) Serious non-compliances found in the random spot check will be notified to the veterinary practice accordingly.
- (3) Approved Practices will be notified in writing of non-compliances with expected corrective actions.
- (4) Non-compliances may be escalated to a higher level if corrective actions are not satisfactory.
- (5) Some examples for minor, major and serious non-compliances are cited below. This is by no means an exhaustive list, but it gives an indication of the different type of non-compliances found during an audit.

4.4.1 Minor non-compliance examples

- (1) The following are considered minor non-compliances:
 - a) Illegible handwriting.
 - b) Incorrect date format.
 - c) MPI approval number incorrect (but practice name/details complete).
 - d) Approved Practice details not present or incomplete (but correct MPI number present i.e. can identify the practice).
 - e) Owner/exporter/representative/veterinarian full name not present (incomplete).
 - f) No scheduled flight number.
 - g) Requested documentation not provided to AsureQuality within 10 working days after the initial request.
 - h) Copy of export certificate not sent to AsureQuality within 10 working days of issuing to exporter.
 - i) Export certificate *Order Verification and Receipt* forms not returned to AsureQuality.
 - j) Repeated failure of not following the set formatting of the inventory record (located in the *Practice Manual, Appendix A*). This does not include missing records.
 - k) *Practice Manual* incomplete (wrong version, undated, Approved Veterinarian details missing or need updating, etc.)
 - l) Failure to close minor non-compliance from previous audit.
 - m) In the event of a minor non-compliance, the relevant Approved Veterinarian must be made aware of any error(s); and

- i) Any non-compliance noted in the non-compliance spreadsheet / issues register (see *practice Non-Compliance Spreadsheet/Issues Register* located in Appendix B in the *Practice Manual* as an example), with corrective actions detailed in the 'comments' section, signed by the PEM and the certifying veterinarian and forwarded to AsureQuality.
- n) The veterinary practice will be 'approved' and certification can proceed as per normal.
- o) Repeat minor non-compliances may be considered a major non-compliance.

4.4.2 Major non-compliances

- (1) The following are considered major non-compliances:
 - a) Name/sex/age/species/breed/colour of animal not present, incomplete, or not matching supporting documentation.
 - b) Owner/exporter/representative/veterinarian name not present or not matching supporting documentation (can't identify signing veterinarian).
 - c) Australian / New Zealand residential address not present, incomplete, or not matching supporting documentation.
 - d) Veterinary practice details not present or incomplete (auditor unable to identify the MPI Approved Practice).
 - e) Striking out or ticking of options/clauses that are not applicable e.g. residency clause ticked for cat.
 - f) Not ticking the owner/exporter/representative box, which means the auditor is unable to identify who is signing for the cat or dog.
 - g) Veterinarian signed the certificate before the exporter signed it (with sufficient explanation) e.g. exporter made an error when entering "date of signing" and copied the "scheduled date of export" to the "date of signing", and veterinarian failed to detect the error. This is not a failure of certificate control (i.e. the certificate did not leave the practice unsigned).
 - h) More than four errors/corrections on an export certificate.
 - i) Not signing off errors as per section 3.7.12. An example of this would be an error on the certificate which has been corrected, but not signed and dated in accordance with the *Operational Code*, but where the auditor can establish the truthfulness of the correction e.g. date written as 12/12/2019, and corrected to 12/DEC/2019, but the correction has not been signed.
 - j) Unapproved alterations or additions to the export certificate where the auditor can establish the truthfulness of the alteration or correction e.g. hand writing extra information on the certificate e.g. writing on the cert "12 weeks old".
 - k) Requested documentation not provided to AsureQuality within 20 working days after the initial request.
 - l) Unable to provide copies of supporting documentation to AsureQuality with export certificates for practice audit e.g. OSD.
 - m) Unable to provide copies of original export certificates to AsureQuality for the required practice audit, meaning that the practice failed to keep a copy for their records (i.e. a copy had been provided to AsureQuality at certification point, but has since been lost).
 - n) No evidence or failure of internal audit/monitoring of export certificates (i.e. wrongly classifying non-compliances, not detecting non-compliances on internal monitoring).
 - o) Failure to notify AsureQuality of changes in the PEM or veterinarians for the practice within 10 working days.
 - p) Export certificate inventory recording errors e.g. information missing or transcription errors. These are transcription errors - not missing records.
 - q) Training records (Appendix C of the *Practice Manual*) not completed, or evidence supplied is insufficient.
- (2) If there are no serious non-compliances the veterinary practice will be approved, and certification can proceed as normal.
- (3) The relevant Approved Veterinarian must be made aware of any error(s); and any non-compliance noted in the non-compliance spreadsheet/issues register (see '*practice non-compliance spreadsheet/issues register*' located in Appendix B of the *Practice Manual* as an example), with corrective actions detailed in the 'comments' section, signed by the PEM and certifying veterinarian and forwarded to AsureQuality.
- (4) Four or more major non-compliances will be considered a serious non-compliance which represents a failure of the practice's quality system.

4.4.3 Serious non-compliance examples

- (1) The following are considered serious non-compliance examples:
- a) Export certificate details incorrect (not matching supporting documentation) for microchip number and residency (these inconsistencies affect the integrity of export).
 - b) Animal exported to Australia without a microchip.
 - c) Unable to provide evidence of authority to re-microchip the animal from the owner, as per section 3.7.3 (1) of the *Operational Code*.
 - i) The OSD form (section 11) contains the required evidence to fulfil section 4.4.3 (1).
 - d) Evidence that the export certificate may have left the practice unsigned - meaning the veterinarian signed the certificate before the exporter signed it (without sufficient explanation).
 - e) Evidence that the export certificate has been signed/issued without all appropriate parts completed for exporter signature and date, residency, microchip number, scheduled date of export, veterinarian section residency box not ticked (dogs), veterinarian signature and date.
 - f) Evidence that the export certificate has been signed/issued without indicating that the blood test is required, or the result of the blood test.
 - g) Signing and issuing an old version of the export certificate.
 - h) Signing and accepting an old version of the OSD.
 - i) Signing and accepting an OSD which exceeds the 90 days period from the owner's signature.
 - j) OSD form not fully completed as per the *Operational Code* for all animals which are not presented by the owner for certification. See section 3.7.2
 - k) Export certificate signed by a veterinarian not approved for that practice at the time of certification.
 - l) Lack of test records attached to the export certificate (if required).
 - m) Four or more major errors representing a failure of the practice's quality system or veterinary certification.
 - n) Unapproved alterations or additions to the export certificate or OSD where the auditor cannot establish the truthfulness of the alteration or correction e.g. microchip sticker used, clauses blacked out, etc.
 - o) Use of erasing liquid or making errors unidentifiable.
 - p) Animal rejected by the Australian DAFF due to being a prohibited breed.
 - q) Examination time more than 5 days prior to scheduled date of export without an official dispensation.
 - r) Requested documentation not provided to AsureQuality within 30 working days after the initial request.
 - s) Unable to provide copies of original export certificates to AsureQuality following export (i.e. the practice failed to take copies of the certificate).
 - t) Export certificate inventory incomplete e.g. missing records of received, signed, returned/cancelled export certificates, balance incorrect, includes not cancelling certificates correctly.
 - u) Failure of export certificate control e.g. practices losing or selling export certificates to exporters.
 - v) Failure to rectify any major or serious non-compliance(s) within 30 working days of notification by AsureQuality.
 - w) Failure to declare a conflict of interest.
 - x) Confirmation of evidence which has caused MPI to suspect the certification of an animal which was unfit to travel at the time of certification.
 - y) False certification including non-disclosure or intentional misinterpretation of unfavourable test or examination results.
- (2) A serious non-compliance compromises the integrity of the programme and will, in some cases, result in the suspension of approval.
- a) In lieu of suspension of approval, practices with serious non-compliances found during practice audits will be granted 'provisional' approval which will enable the practice to continue to complete certification for cats and dogs for export to Australia, while being monitored for compliance by AsureQuality.
 - b) Following notification of a serious non-compliance, the practice will be required to provide documented evidence of corrective actions to close the non-compliance(s) to AsureQuality.
 - c) The practice will be lowered by one audit level. Additionally, AsureQuality may request export certificates signed by the practice with copies of full supporting documentation for auditing

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- purposes and/or require the relevant certifying veterinarians to complete a supplementary assessment for certification.
- d) Full practice approval/re-approval will be granted when AsureQuality is confident the practice can sign and issue export certificates correctly and any additional non-compliances identified in the practice audit report have been closed out.
- (3) MPI reserves the right to revoke approvals and MPI may require AsureQuality to carry out a non-scheduled on-site physical audit at the veterinary practice premises, chargeable to the practice.
- (4) It is recommended that Approved Veterinarians check the MPI *Clarifications* frequently for the latest updates.
- (5) MPI will consult with, and notify, the Veterinary Council of New Zealand in circumstances where there is evidence of significant breaches of the *Code of Professional Conduct* such as dishonest or fraudulent behaviour, and/or serious and repeated non-compliance with the *Operational Code's* requirements which raises concerns about the veterinarian's competence.

Part 5: Records

5.1.1 Records must be kept demonstrating that requirements in this *Operational Code* are being met. These records must include:

- (1) Supporting documentation relating to certification.
 - a) Owner statutory declarations.
 - b) Test results.
 - c) Treatments done.
 - d) Additional health or treatment information attached to export certificates.
 - e) Authorisation for re-microchipping if required. This is stated on the OSD form.
- (2) Training and online assessment records of Approved Veterinarian(s).
- (3) Written authorisation from the practice owner/director/genera manager for the PEM to administer the *Operational Code*.
- (4) Records associated with managing any conflicts of interests.
- (5) Export certificate inventory maintained correctly (see *Export Certificate Inventory Template*, Appendix 1 of the *Practice Manual* template as an example).
 - a) All the relevant parts of the inventory must be completed including the export certificate balance, the date export certificates are received, and the dates the export certificates are signed and issued to the exporter.
 - b) Each entry should be made on an individual line of the inventory.
- (6) Copies of all export certificates used.
- (7) Copies of replaced/damaged export certificates where possible.
- (8) Approved Practice audit reports.
- (9) Non-compliance letters.
- (10) Approved Practice export management meeting records.
- (11) Approved Practice non-compliance spreadsheet/issues register, and corrective actions followed up.
- (12) Approved Practice's internal audit form.
- (13) The Director-General of MPI must be able to inspect and make copies or have access to any record or information in relation to this programme. Records must be retained for a minimum of four years.

Part 6: Additional Information

6.1 Transport requirements

- (1) Most airlines will not deal directly with the public and require the use of a Registered Pet Exporter.
- (2) Airlines should be contacted directly for their requirements.
- (3) The container used to transport the animal must meet the IATA *Live Animal Regulations* for construction and design (<http://www.iata.org/whatwedo/cargo/live-animals/pets/Pages/index.aspx>).

6.2 Pet exporters

- (1) Registered Pet Exporters can help with some or all aspects of transporting pets to Australia including booking the necessary veterinary checks and certification, providing IATA approved cages for hire or sale, boarding if required and advice on all travel needs. A list of Registered Pet Exporters can be found here: <http://www.mpi.govt.nz/news-and-resources/resources/registers-and-lists/pet-exporters/>.
- (2) The list of Registered Pet Exporters above has been provided to assist pet owners wishing to export their pets overseas.
 - a) Registration as an exporter under the Animal Products Act 1999 is managed by the MPI Approvals team and involves no evaluation of competence.
- (3) Registered Pet Exporters can request that their details be listed on this site once they become registered as an exporter.
 - a) No evaluation or training of pet exporters is undertaken by MPI prior to listing on this web page.
- (4) Registered Pet Exporters are required to present the OSD (see Appendix 2) when presenting an animal for examination and certification on behalf of an owner.

6.3 Local authorities in Australia

- (1) It is recommended that owners are advised to contact a local veterinarian before or soon after arrival into Australia to ascertain what disease control programmes, vaccination programmes or other health requirements are appropriate for the area where the animal will be residing.
- (2) The owner should also contact the local authority to find out what is required in the way of registration.
 - a) If the owner is wanting to register a pedigree dog with the Kennel Club in Australia, the owner will need to provide a copy of the issued export certificate to the Kennel Club for registration.
 - b) In some areas of Australia, cats are also required to be registered with the local authority.

6.4 Short stay in Australia

- (1) Contact the MPI Animal Imports team (Appendix 1) for all queries regarding re-importing animals into New Zealand. For more details: <http://www.mpi.govt.nz/importing/live-animals/pets/>.
- (2) Follow the process as outlined in section 3.16.4.

Part 7: Export to Other Countries

- (1) Most other countries require an official assurance (official export certification signed by an Official Government Veterinarian) to export cats, dogs or other pets.
 - Advise owners to contact a registered pet exporter well in advance of the intended date of export.
 - Advise owners to contact MPI Verification Services (for contact details see Appendix 1) to make an appointment with an Official Veterinarian well in advance of the intended date of export.
 - MPI Verification Services Official Veterinarians will also require all necessary export documentation prior to the certification appointment.
 - Official Veterinarians can be found at: <http://www.mpi.govt.nz/news-and-resources/resources/registers-and-lists/vet-list/>.
- (2) All New Zealand Registered Veterinarians can do pre-export testing/treatment(s) as required by the OMAR for all other countries.
- (3) Unless a format is specified by the Official Veterinarian, it is recommended these are detailed on the: [Veterinary Treatment certificate for dogs and cats to support Official MPI export certification \(including cats and dogs to Australia\)](#) [DOCX, 40 KB] printed on practice letterhead if available.
- (4) Ensure the animal is microchipped and this is scanned and working, prior to any testing or treatment and that the microchip number is on all documentation.
- (5) The step-by-step process of exporting pets to other countries can be accessed from: <http://www.mpi.govt.nz/exporting/animals/pets/pets-other-than-cats-and-dogs-to-australia/>.
- (6) For individual country OMAR's there is a search page on the website: <http://www.mpi.govt.nz/exporting/animals/pets/pets-other-than-cats-and-dogs-to-australia/requirements/>.
- (7) For any country that requires an official assurance and there is no OMAR available on this website, MPI should be contacted to develop an export certificate. This must be done well in advance of the intended date of export as this can take some time to complete.

Schedule 1 – Definitions

Animal Health Laboratory (AHL) - the MPI Animal Health Laboratory which provides diagnostic testing services for exporters of live animals or germplasm and diagnostic tests for specific agents not available elsewhere. (The full title of the laboratory is Investigation and Diagnostic Centres and Response – Wallaceville, Animal Health Laboratory).

Approved Veterinarian - a veterinarian registered with the Veterinary Council of New Zealand and who is employed within an Approved Practice and has been approved by MPI to sign export certificates for cats and dogs and canine and feline semen of New Zealand origin to Australia.

Approved Practice - a veterinary practice which has been approved by MPI and listed on the MPI website to provide certification for cats and dogs and canine and feline semen of New Zealand origin to Australia.

AssureQuality (AQ) - the current service provider of the *Cats and Dogs to Australia Operational Code*.

Australian Government Department of Agriculture, Fisheries and Forestry (DAFF) - the Australian competent authority (previously named the Department of Agriculture/DAFF/ AQIS/DAWR/ DAWE).

Environmental Biosecurity Office (EBO) – the Australian department that manages the individual permissions for the import of Bengal cats, (previously named the Department of Energy and the Environment (DEE)).

Export Certificate - a certificate setting out the zoosanitary conditions which have been agreed between New Zealand and Australia. These conditions must be met in order for the cat, dog, canine or feline semen to be certified and exported.

Exporter - the person responsible for completing and signing the exporter's declaration section of the export certificate. This can be either the animal's owner or a registered pet exporter or the owner's representative.

IDC - the Investigation and Diagnostic Centres and Response (also known as Animal Health Laboratory/ AHL).

MPI - the New Zealand Ministry for Primary Industries.

MPI Approval number - the number an Approved Veterinary Practice is issued with upon approval to the *Cats and Dogs to Australia Operational Code*. Also called a Veterinary Practice approval number.

Non-compliance - a non-compliance occurs when there is a breach in the operational code. These can be raised against either an Approved Practice or an individual Approved Veterinarian and will be notified using a non-compliance letter. Non-compliances can be rated as serious, major or minor depending on the associated risk.

Official Veterinarian – an MPI veterinarian warranted as a Recognised and Authorised Person with respect to live animals.

Operational Code: Cats and Dogs to Australia - the code which outlines the requirements which need to be adhered to in order to comply with the certification for cats and dogs and canine and feline semen of New Zealand origin to Australia.

Overseas Market Access Requirements (OMAR) - the legal document that sets out the export requirements for exporting commodities to overseas countries.

Practice Export Manager (PEM) - a nominated person within an Approved Practice who is responsible for managing the export programme requirements. The PEM will be the main point of contact within the practice for communications with AssureQuality and MPI. Previously referred to as Practice Export Program Manager (PEPM).

Representative - an agent or delegate of the owner (e.g. a relative, friend, delegate or kennel owner, etc).

Registered Pet Exporter - an exporter who is registered by MPI for the export of companion animals. Whilst it is not a New Zealand requirement for cats and dogs to be managed by a registered exporter, most airlines specify that a registered exporter is used.

Service Provider - the coordinator and auditor for the *MPI Cats and Dogs to Australia Operational Code*. The sole provider for this *Operational Code* is currently AsureQuality Limited.

Appendix 1 – Contacts

Organisation	Email or web address	Further details
Australian Department of Agriculture, Forestry and Fisheries (DAFF) New South Wales Northern Territory Queensland South Australia Victoria Western Australia	ceranimalimports@agriculture.gov.au ntliveanimalimports@agriculture.gov.au qldliveanimalimports@agriculture.gov.au saairfreight@agriculture.gov.au seanimal@agriculture.gov.au waliveanimalimports@agriculture.gov.au	Ph: +61 28334 7434 Ph: +61 889984900 Ph: +61 732468633 Ph: +61 882016000 Ph: +61 383188211 Ph: +61 1800900090
AsureQuality Limited Export Administration 31 Norman Hayward Place, Hamilton	exports@asurequality.com	Ph: 05 08 00 11 22
Animal Exports team, MPI Exporting animals out of New Zealand	animalexports@mpi.govt.nz	Ph: 04 89 42 67 2
Animal Imports team, MPI For importing animals into New Zealand	animal.imports@mpi.govt.nz	Ph: 04 89 40 30 4
Verification Services, MPI MPI Official Veterinarians (vets who certify all cats and dogs for export). Auckland Christchurch Wellington	liveanimalsauckland@mpi.govt.nz liveanimalschristchurch@mpi.govt.nz liveanimalswellington@mpi.govt.nz	Ph: 09 909 2706 Ph: 03 943 1777 Ph: 04 894 0113
Animal Health Laboratory, MPI (IDC)	https://www.mpi.govt.nz/protection-and-response/laboratories/national-animal-health-laboratory/	Ph: 04 894 5600
Environmental Biosecurity Office (EBO)	Exotic.Species@awe.gov.au	

Appendix 2 – Owner Statutory Declaration (OSD) Form

Owner Statutory Declaration form to support export certification for cats and dogs to Australia

- This document must be completed and signed by the pet **owner** within **90 days prior** to export of the animal.
- The signed document must be presented to the certifying veterinarian if the pet owner is not present at certification.
- Statements with a superscript number have further explanatory notes for the owner on page 2 of this document.

I (enter your full name in box provided)

Of (enter the address where you live in box provided below)

With occupation of (enter your occupation (e.g., Bricklayer, Teacher, Unemployed) in box provided below)

Do solemnly and sincerely declare that (Note: what you write must be true. You can be prosecuted if you make a false declaration)

Being the owner of the cat or dog destined for export to Australia, and identified as;

Name of animal:

Species: Cat ☐ Dog ☐

Sex: Male ☐ Female ☐

Breed:

Colour:

Age:

Date of birth

Years and months

Microchip number:

1. **At the scheduled date of export, the animal identified and described above; (tick only the one statement that applies)**

- a ☐ will have been continuously resident in New Zealand since birth; **or**
- b ☐ will have been continuously resident in New Zealand since direct importation from Australia; **or**
- c ☐ will have been continuously resident in New Zealand for at least 180 days since direct importation from a country other than Australia, and not under any quarantine restrictions during those 180 days; ^{[1][2]} **or**
- d ☐ will have been continuously resident in New Zealand for at least 180 days, however the previous residency history is unknown. ^{[1][2]}

2. In the case of a **dog**: for which statement 1.c or 1.d applies, the dog will have resided in New Zealand for at least 21 days prior to the test for *Leishmania*. ^{[1][2]}

3. ☐ In the case of a **dog**: the dog has been resident in mainland Africa (if known). (Tick only if the statement applies) ^[3]

4. The animal identified and described above is not under any quarantine restrictions. ^[2]

5. In the case of a **dog**: I have understood and confirm that the dog is not one of the following pure breeds: Pit Bull Terrier type or American Pit Bull, Japanese Tosa, Fila Brasileiro, Dogo Argentino, Perro de Presa Canario or Presa Canario. ^[4]

6. The animal identified and described above is not derived from a domestic/non-domestic hybrid. ^[4]

7. In the case of a female animal, it is not more than 40 days pregnant, or suckling young at the time of export.

8. The animal identified and described above has no known medical conditions and is not under any treatment which has not already been disclosed to the Approved Veterinarian.

9. The animal will be transported in accordance with the container requirements specified in the International Air Transport Association (IATA) Live Animal Regulations.

10. I agree to advise the certifying veterinarian if any of the above information changes between the time of the signing of this declaration and the time of export.

11. In the event of a failure of microchip reading at the time of certification, I give full permission for the animal described above to be re-microchipped by the certifying Approved Veterinarian, in the presence of the nominated exporter or representative below.

Name of nominated exporter or representative:

My contact details

Phone:

Email:

I make this solemn declaration conscientiously believing the same to be true, and by virtue of the Oaths and Declarations Act 1957. (Note: do not complete the following section until you are with the person witnessing your declaration)

My signature

Dated

DD/MM/YYYY

Declared at (place, e.g. town or city)

Stamp of JP (if available)

Before me (name of official witness)

Signature (of official witness)

Explanatory notes for the owner in relation to completion of Owner Statutory Declaration (OSD)

- This OSD form can be submitted to the certifying veterinarian as an electronic document copy (scanned version).
 - This OSD form, once signed and witnessed, **is valid for 90 days only**. If the export occurs after 90 days, a new OSD form is required. There is no exception to this rule.
 - If there are any errors on the OSD relating to either the name and address of the owner, or the microchip number or the residency section for dogs, a new OSD form is required.
 - **It is the owner's responsibility to ensure the animal is microchipped, and the microchip is working before this form is signed.**
 - If the microchip fails at the time of certification, the Approved Veterinarian can re-microchip the animal in the presence of the nominated exporter or representative. The Approved Veterinarian will be expected to retain evidence of the situation, and permission given accordingly. A new OSD form is not required in this situation.
 - In the case of this OSD being made and witnessed in a country other than New Zealand, and in accordance with New Zealand legislation *Oaths and Declarations Act 1957* ([Public Act 11 Declarations made outside New Zealand – New Zealand Legislation](#))
 - A declaration made in a commonwealth country other than New Zealand shall be made before a Judge, a commissioner of Oaths, a notary public, a Justice of the Peace, or any person authorised by the laws of that country to administer an oath there for the purposes of a judicial proceeding, or before a Commonwealth representative, or before a solicitor of the High Court of New Zealand.
 - A declaration made in a country other than a commonwealth country shall be made before a Commonwealth representative, or before a Judge, or before a notary public, or before a solicitor of the High Court of New Zealand.
- [1] In the case of a rehomed dog, unless definitive proof of residency for the time period from birth until being in the care of the current owner can be established, the required blood test must be done.
- Proof of residency could include council records, veterinary records, rescue centre records, and/or previous owners records.
 - Blood results must be available to the certifying veterinarian at the time of certification.
 - It is the responsibility of the owner to ensure the certifying veterinarian has access to the results, and the results are attached to the export certificate.
 - In the case of a rehomed cat, the cat must have resided in NZ for at least 180 days. No other tests are required. See note [2].
- [2] Cats or dogs imported from any country other than Australia must have resided in New Zealand for at least 180 days.
- The 180-day period starts from the first full day when the animal was released from the quarantine facility.
 - Any time spent in a quarantine facility does not count as residency.
- [3] Dogs which have ever resided in mainland Africa must be treated with Imidocarb Dipropionate.
- It is acceptable for the treatment to have been given in mainland Africa, if the records are suitable for endorsement by an Official Veterinarian.
 - If the dog needs to be treated in New Zealand, be aware that Imidocarb Dipropionate can take up to 60 days to become available to the administering veterinarian.

- [4] Hybrids include:

Dogs:	Cats:
Czechoslovakian wolfdog or Vlcak	Savannah cat – domestic cat (<i>Felis catus</i>) crossed with serval cat (<i>Felis serval</i>)
Saarloos wolfdog or wolf hound	Safari cat – domestic cat crossed with Geoffroy cat (<i>Oncifelis geoffroyi</i>)
Lupo Italiano or Italian wolfdog	Chausie – domestic cat crossed with Jungle cat (<i>Felis chaus</i>)
Kunming wolfdog	*Bengal cat (<i>Bengal cats may be eligible for export if express permission has been granted by the Australian Environmental and Biosecurity Office.</i>)

Important notes for the owner regarding certification of cats and dogs to Australia

- Whilst the Approved Veterinary practice set their own protocol for the necessary appointments for the certification of cats and dogs to Australia, MPI endorses a protocol of at least two (2) appointments several weeks apart, to ensure the animal fully meets the health requirements for certification and all supporting evidence is or can be supplied. This tiered approach minimises the risk that the animal will fail the certification, and that the export is postponed.
- **MPI fully supports any decision by an Approved Veterinarian to not certify an animal, if the animal:**
 - does not satisfy the requirements for fitness to travel; or
 - poses a health and safety risk to the Approved Veterinarian, the handler, airline, or border staff.

Appendix 3 – Application for Veterinary Practice Approval

Application for Veterinary Practice Approval

The following is an application form for a veterinary practice seeking approval to certify cats and dogs to Australia.

Completed applications to be sent as email attachments to AsureQuality Limited Export Administration:

Email: exports@asurequality.com

Ph: 0508 00 11 22

Name of veterinary practice(s):

MPI Practice Approval number (where known):

Name of Practice Export Manager:

Veterinary practice address (physical):

Email address:

Phone number:

Veterinarians to be approved for certification at this veterinary practice. Add further lines if necessary.

Name	Veterinary Council registration number

I, _____, the Practice Export Manager
(for the certification of cats and dogs to Australia) for the listed veterinary practice(s) declare that:

1. The information supplied in this application is accurate.
2. I have read and understood the requirements of the *Operational Code: Cats and Dogs to Australia*.
3. There is an *Approved Practice Manual* that covers all requirements of the *Operational Code: Cats and Dogs to Australia*.
4. The above listed veterinarians have been trained and have successfully completed their online assessment.
5. I undertake to inform AsureQuality if any details provided on this form change.
6. All veterinary practices which are Approved for *Operational Code: Cats and Dogs to Australia*, are eligible to have the veterinary practices details listed on the MPI website.

If this application is successful, please place the details of the veterinary practice onto the MPI website.

Yes ☐

No ☐

Documents attached:

- ☐ Completed *Practice Manual*
- ☐ Evidence of written authority for the Practice Export Manager to administer the *Operational Code* by the practice owner/director

Signature: _____

Date: _____

Service provider use only

Recommendation for approval: ☐ Yes ☐ No

Signature: _____

Date: _____

Appendix 4 – Application for Veterinarian Approval

Application for Veterinarian Approval

The following is an application form for a veterinarian seeking approval to certify cats and dogs to Australia.
Completed applications to be sent to AsureQuality Limited, Export Administration by email attachment:

Email: exports@asurequality.com

Ph: 0508 00 11 22

Name of Veterinarian:

Name of veterinary practice:

Veterinary Council registration number:

MPI approval number(s) (where known):

Veterinary practice address (physical):

Email address:

Phone number:

I, _____, declare that

1. The information supplied in this application is accurate.
2. I have read the *Professional Code of Conduct* and acknowledge the requirements applicable to certifying cats and dogs to Australia.
3. I will notify the Service Provider of any changes to conditions on my veterinary license.
4. I have read and understood the requirements of the Operational Code: *Cats and Dogs to Australia*, including all clarifications and relevant official updates.
5. I have successfully completed the online veterinary assessment.
6. I will declare and manage any conflicts of interest if applicable.

Signature:

Date:

Appendix 5 – Request for Export Certificates

Request for Export Certificates

The following is an application form requesting export certificates for the export of cats and dogs to Australia.

Send completed request form, and completed export certificates to:

AsureQuality Limited
Export Administration
Cats and Dogs to Australia
31 Norman Hayward Place
Te Rapa
Hamilton

Email: exports@asurequality.com
Ph: 0508 00 11 22

Date request sent to AsureQuality:

Approved Practice number:

Name of Approved Veterinary Practice:

Postal address for courier:

Postal code:

Phone number:

Practice Export Manager:

PEM / Approved Veterinarian signature:

Date:

Export certificate requirement details

Each animal requires a separate export certificate.

All export certificates will be sent by courier. An additional \$11.50 (inclusive of GST) courier fee will be charged for each order dispatched.

Assistance dogs are exempted from the export certificate fee and the courier fee.

Details	Cost per certificate (exclusive of GST)	Cost per certificate (inclusive of GST)	Number required
Export certificates required for cats and dogs.	\$166.44	\$191.41	
Export certificates required for feline and canine semen.	\$166.44	\$191.41	
Replacement export certificates required for cats and dogs.*	\$ 15.00	\$17.25	
Replacement export certificates required for feline and canine semen.*	\$ 15.00	\$17.25	
Replacement export certificates required for assistance animals .	No charge	No charge	

* Applies to export certificates to be replaced under Part 3, 3.11 of the *Operational Code: Cats and Dogs to Australia*. A detailed reason for replacement must be attached along with the original export certificate.

Office use only
Export certificate numbers issued:
Date sent out:
Sent out by:

Appendix 6 – Order Verification and Receipt Form

Order Verification and Receipt Form

AsureQuality Limited
Export Administration
Cats and Dogs to Australia

Email: exports@asurequality.com
Ph: 0508 00 11 22

The enclosed certificates are in fulfilment of your order for _____ export certificates for **cats and dogs exported from New Zealand to Australia**.

Export certificate numbers issued: _____

The enclosed certificates are in fulfilment of your order for _____ export certificates for **feline and canine semen exported from New Zealand to Australia**.

Export certificate numbers issued: _____

Confirm receipt of these export certificates by completing the section below and returning by email to exports@asurequality.com **within 10 working days** of receiving this order

Receipt to confirm arrival of **export certificates for cats and dogs** exported from New Zealand to Australia.

Cat and dog export certificate numbers: _____

Name of Approved Practice: _____

MPI approval number: _____

Practice Export Manager name: _____

Signature: _____

Date: _____

Receipt to confirm arrival of **export certificates for feline and canine semen** exported from New Zealand to Australia.

Feline and canine semen export certificate numbers: _____

Name of Approved Practice: _____

MPI approval number: _____

Practice Export Manager name: _____

Signature: _____

Date: _____

Appendix 7 – Operational Costs

Details	Cost (exclusive of GST)	Cost (inclusive of GST)
MPI charge per export certificate	\$114.44	\$131.61
AsureQuality charge	\$ 52.00	\$ 59.80
Total	\$166.44	\$191.41

The cost of export certificates charged to the Approved Veterinary Practice includes the MPI costs to AsureQuality for the printing of export certificates and administration of the *Operational Code: Cats and Dogs to Australia*.

Details	
AsureQuality audit cost per hour	Contact AsureQuality
AsureQuality non-compliance management cost	Contact AsureQuality

Assistance dogs

- (1) Assistance dogs (e.g. guide dogs) are exempt from all charges under the Regulations (fees are set under the Animal Products - Fees, Charges, and Levies - Regulations 2007).
<https://www.legislation.govt.nz/regulation/public/2007/0130/latest/DLM437294.html>
- (2) If completing an export certificate for an assistance dog the owner should not be charged for the cost of the export certificate.
- (3) Professional fees charged by the Approved Practice are charged at the Approved Practice's discretion. There is no obligation for these to be waived.
- (4) Once the export certificate has been signed and issued to the exporter the Approved Practice should contact AsureQuality to receive a replacement export certificate or for reimbursement for the cost of the export certificate.

Dispensation requests

- (1) Under the Animal Products (Fees, Charges, and Levies) Regulations 2007, all requests for dispensations/equivalences for the export of cats and dogs are charged to the exporter at a rate of \$214.25 per hour (incl. GST), payable to the Ministry for Primary Industries, Animal Exports team.
- (2) A *Request for Services* form needs to be obtained from the MPI Animal Exports team by emailing: animalexports@mpi.govt.nz, or by downloading the *Request for Services* form from the link below:
<https://www.mpi.govt.nz/dmsdocument/172-Request-for-services-from-animal-exports-team>

Appendix 8 – Imidocarb Dipropionate (Imidox) Ordering

Imidocarb Dipropionate (Imidox) Ordering

- (1) Email or fax the following form completed to AsureQuality:
Email: exports@asurequality.com
- (2) For enquiries phone 0508 00 11 22, or email above address.
- (3) Before requesting the importation of Imidocarb Dipropionate:
 - a) AsureQuality will obtain a quote for the required amount of Imidox to be imported from the supplier in Australia, including freight and customs charges.
 - b) AsureQuality will advise the cost of the Imidox order to the Practice Export Manager of the Approved Practice and request confirmation in writing of acceptance of the sale price (email acceptable) before the Imidox is ordered and imported from Australia.
 - c) Imidox importation, clearance and distribution may take up to 60 days from the time of ordering.
- (4) Due to the storage and requirements for disposal of surplus/unused Imidox, AsureQuality will not issue refunds for unused/returned Imidox.

Imidox Order Form

Name of Approved Practice: _____

Approved practice number: _____

Postal address for courier: _____

Imidox (Imidocarb dipropionate 120 mg/ml) is available in 100ml vials

Number of 100ml vials required: _____

Date Imidox required by: _____

Owner name: _____

Species: _____

Name of animal: _____

Scheduled date of export (if known): _____

Name of MPI Approved Veterinarian: _____

Signature: _____

Date: _____

Appendix 9 – Model Practice Manual

(1) See following link for model [*Practice Manual*](#).

Appendix 10 – References

Click on links below for further information.

Australian Government, Department of Agriculture, Fisheries and Forestry	http://www.agriculture.gov.au/
OMAR for Cats and Dogs to Australia	https://www.mpi.govt.nz/dmsdocument/237-Dogs-and-Cats-to-Australia-OMAR
OMAR for Canine and Feline Semen to Australia	https://www.mpi.govt.nz/dmsdocument/262-Canine-and-Feline-Semen-of-New-Zealand-origin-to-Australia-OMAR
Information regarding the certification of cats and dogs to Australia	https://www.mpi.govt.nz/take-or-send-from-nz/pets-leaving-nz/information-for-vets/
International Air Transport Association (IATA) guidelines	http://www.iata.org/whatwedo/cargo/live-animals/pets/Pages/index.aspx
MPI Pet Exporting Website	https://www.mpi.govt.nz/take-or-send-from-nz/pets-leaving-nz/
List of Registered Pet Exporters	https://www.mpi.govt.nz/take-or-send-from-nz/pets-leaving-nz/international-pet-transporters/
Code of Professional Conduct for Veterinarians	Veterinary Council of New Zealand
List of Approved Veterinary Practices	Veterinary practices approved for certification of cats and dogs to Australia
Animal Products (Fees, Charges, and Levies) Regulations 2007	https://www.legislation.govt.nz/regulation/public/2007/0130/latest/DLM437294.html