

From: Inspector Admin <inspadmin@rspcavic.org.au>

Date: 15 December 2016 at 6:39:35 pm AEDT

To: xxxxxxxxxxxx

Subject: RE: animal cruelty report

Hello xxxxxxxxxxxx,

Thank you for your animal welfare report. Your job number is 305361.

To highlight any further concerns regarding this investigation or any other cruelty complaint, do not hesitate to contact the RSPCA Victoria Inspectorate office on (03) 9224 2222.

If you wish to make an e-complaint in the future on our website please go to www.rspcavic.org and click the 'Report Cruelty' link at the top (look to the right of where our RSPCA logo is). This will prompt you the information we require to investigate and give you a place to upload photo's etc if you have them. Please note: all emergency reports should be made by telephone on 03 9224 2222 to ensure our Inspectors are notified immediately.

<http://rspcavic.org/services/inspectorate/report-cruelty>

RSPCA Victoria will take anonymous complaints, however if the Inspector cannot locate the animal based on the information provided to us, we will not be able to render assistance to the animal as we cannot contact the original complainant for further directions. Any information provided to RSPCA Victoria is protected under the *Privacy Act 2000* and cannot be released.

If you are wishing to give us a tip on a suspected puppy farm please enter the details online at the following link:

<http://www.rspcavic.org/services/inspectorate/tip-line/>

Please Note: This e-mail account is reviewed daily Monday to Friday (excluding public holidays). All urgent animal welfare matters should be made by telephone on (03) 9224 2222 to ensure our Inspectors are notified immediately.

If you have any further questions, please don't hesitate to contact us.

Regards

Amber Power
Inspectorate Intake & Referral Officer



3 Burwood Highway, Burwood East VIC 3151 | W: www.rspcavic.org
P: 03 9224 2222 | F: 03 9808 9276 | E: inspadmin@rspcavic.org.au

From: xxxxxxxx
Sent: Wednesday, 14 December 2016 7:12 PM
To: Inspector Admin <inspadmin@rspcavic.org.au>
Subject: animal cruelty report

We wish to complain about Passion for Pets petshop in Carrum Downs.
We have been employed at the shop xxxxxxxxxxxxxxxxxxxx
We are very upset with what we have witnessed.

The new co-owner Flora Mala and her husband are buying litters of puppies throughout Victoria and NSW. When the pups arrive at the shop after hours of long distance travel they are very timid and some are dehydrated. Some of the litters we observed are so young they don't have teeth yet.

We have witnessed Flora change the date of birth of the puppies on the vaccination cards so to make it look like they are 8 weeks old and then they are sold underage. This is a regular occurrence. They also have a new mobile vet that is happy to change puppies date of birth and when vacs were given so they can sell them as soon as they hit the door. there is also vaccines in the staff food fridge.

We have been demanded to put potassium permanganate into the puppies' water to stop diarrhoea as the shop has an outbreak of coccidiosis that has been ongoing for some time (years). The dandenong vet stated (darren) do not put this in their water should never be used and it nil by mouth with puppies. This is appearing to make the puppies sick and numerous pups have had to be taken to vet in last weeks.

15/11/16 cocker spaniel puppy came into the store emaciated and dehydrated took puppy to vet they were put on teiberseen but still put on floor to sell.

we have also had one puppy die of positive pavo this puppy came straight from floras car into our shop she also said she had this puppy at her house for a week before, on another occasion a customer called to say they had purchased a puppy for \$3000 she had taken it to her own vet positive pavo and died in three days.

xxxxxxxxxxxxx the fulltime member witnessed another staff member throwing a puppy so hard into a crate that it hit the back wall, slid down and was yelping.
The owner was informed but chose not to take puppy to vet. It was found dead next day in the pen and was bleeding from its ear. The owner, Anessa, told me to throw the puppy in the bin.

Due to our concerns we have gone to the shops vet in the hope that appropriate action would be taken. Unfortunately the vet did not do anything except to let the owner, Anessa, know that we had been to see him. Due to this, we were terminated from employment Anessa citing the reason as "gross misconduct"

23/11/16 Domestic short hair kitten in shop window for sale when i went into store one of workers came to me and asked about this kitten for sale it was really small and ask what she should do, i weighted him 402g and meant to be 8weeks old they were feeding him just on dry food but to look at him he was not happy to eat this. i told the staff member to feed warm water with Di-veclact and mix some biscuits in to soften them up.

Other concerns we have

the well-being of animals in the establishment
obtaining prompt veterinary attention for animal when required
the overall level of hygiene at the pet shop including the disposal of waste
Puppies less than four months of age are not being fed a minimum of three times daily
puppies and kittens from different sources are not housed separately to reduce the spread of contagious disease

We ask that an inspection be done immediately including the vaccination cards of puppies as many have been altered with white out and sold underage.

I have am happy to hand over on request pictures and pictures of messages from anessa saying positive pavo and positive coccidia if this helps with your case.

regards