

NSW Pet Registry upgrade

Update on changes and opportunities for councils

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Agenda



Why update the NSW Pet Registry



Release schedule



Pet registry portal preview



Council and ranger portal



Registration requirements



Communications approach



Q&A



Updates to the Companion Animals Register



Why update the NSW Pet Registry

The case for change

System difficult to use

Intuitive, user-friendly design

Manual workload on councils

Enhanced features allows greater self-service

Pet owners unaware of responsibilities

Education campaigns resolve public confusion

Incorrect ownership details

Streamlined registration process and Service NSW verification

Paper forms not tailored to task

Redesigned, accessible forms clearly explain roles and responsibilities



A new split payment process allows standard registration to be paid regardless of pet desex status

- Standard registration and additional fees can now be paid separately
- Owners of non-desexed pets can pay the relevant annual permit or additional fee when it falls due.
- This removes the need to refund owners if they register and then desex pets within required timeframes.
- The NSW Pet Registry website will lay out costs clearly for the public.



Release schedule

Staged portal release



Stage 1 July 2024: Create and manage litters, transfer ownership of pets instantly, pay registration online, automatic reminder notifications.



Stage 2 September 2024: Connect pet and owner profiles, pay annual permits and additional fees.



Stage 3 from Mid 2025: Design and rollout of new portals for vets, councils, shelters and welfare organisations.

Stage 1 release features



- 4,500 breeders who are members of recognised breeder associations and already using the existing online system.
- Pet owners with existing NSW Pet Registry profiles and pets linked to their accounts.
- Prospective owners and breeders about to buy or adopt a pet.

Stage 2 release features

Sept 2024



Online payments for
dangerous &
restricted dogs



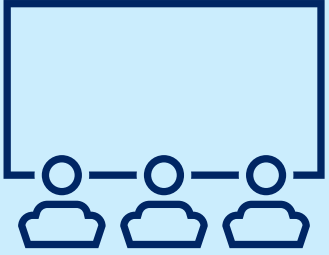
Online payments for
non-desexed cats



Online payments for
non-desexed dogs



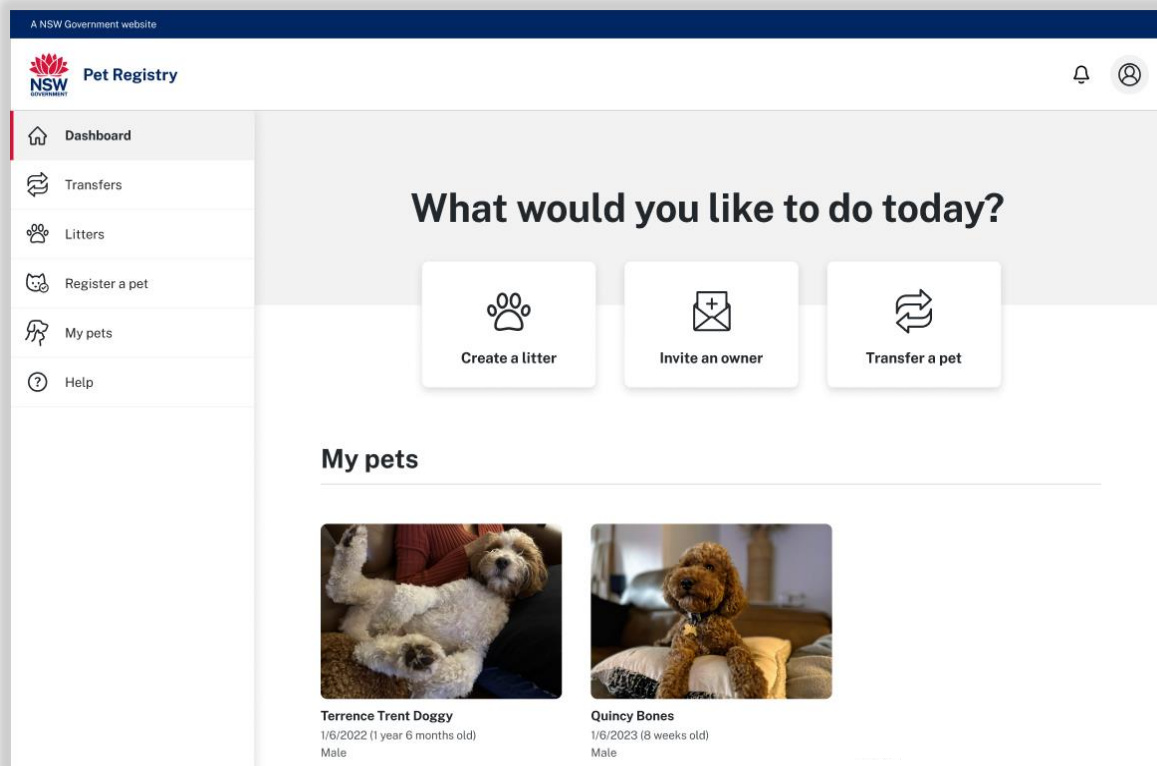
Connect existing
owner and pet
profiles



New pet registry portal preview

New pet registry portal

Main Dashboard



A NSW Government website


Pet Registry


- Dashboard
- Transfers
- Litters
- Register a pet
- My pets
- Help

What would you like to do today?

- Create a litter
- Invite an owner
- Transfer a pet

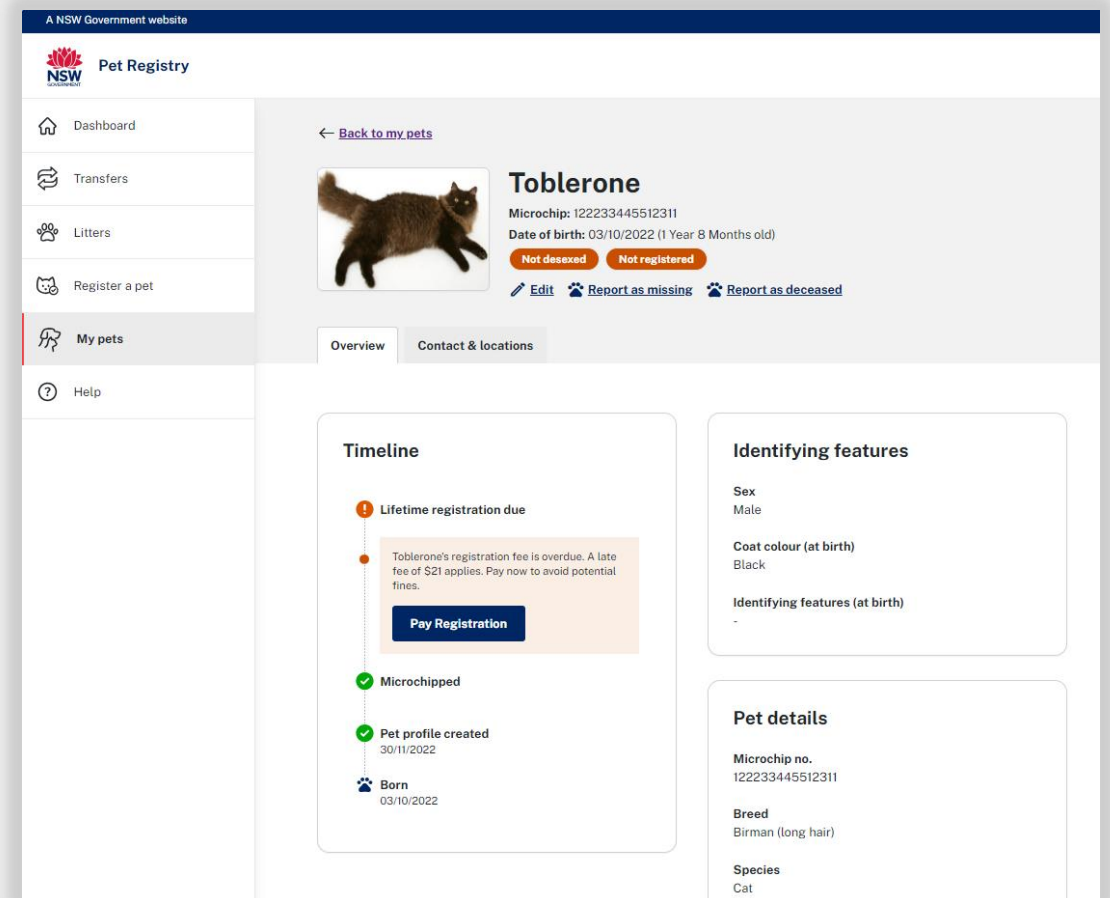
My pets

- 

Terrence Trent Doggy
1/6/2022 (1 year 6 months old)
Male
- 

Quincy Bones
1/6/2023 (8 weeks old)
Male

Pet Profile



A NSW Government website

Pet Registry

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[← Back to my pets](#)

Toblerone

Microchip: 122233445512311
Date of birth: 03/10/2022 (1 Year 8 Months old)

Not desexed **Not registered**

[Edit](#) [Report as missing](#) [Report as deceased](#)

- Overview
- Contact & locations

Timeline

- Lifetime registration due**
Toblerone's registration fee is overdue. A late fee of \$21 applies. Pay now to avoid potential fines.
[Pay Registration](#)
- Microchipped**
- Pet profile created**
30/11/2022
- Born**
03/10/2022

Identifying features

Sex
Male

Coat colour (at birth)
Black

Identifying features (at birth)
-

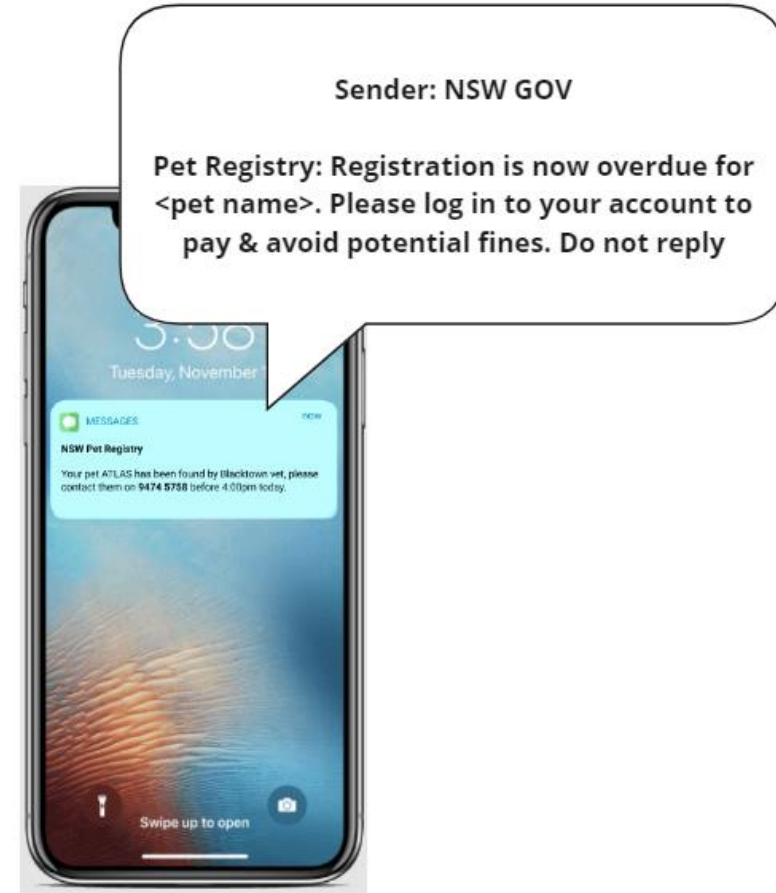
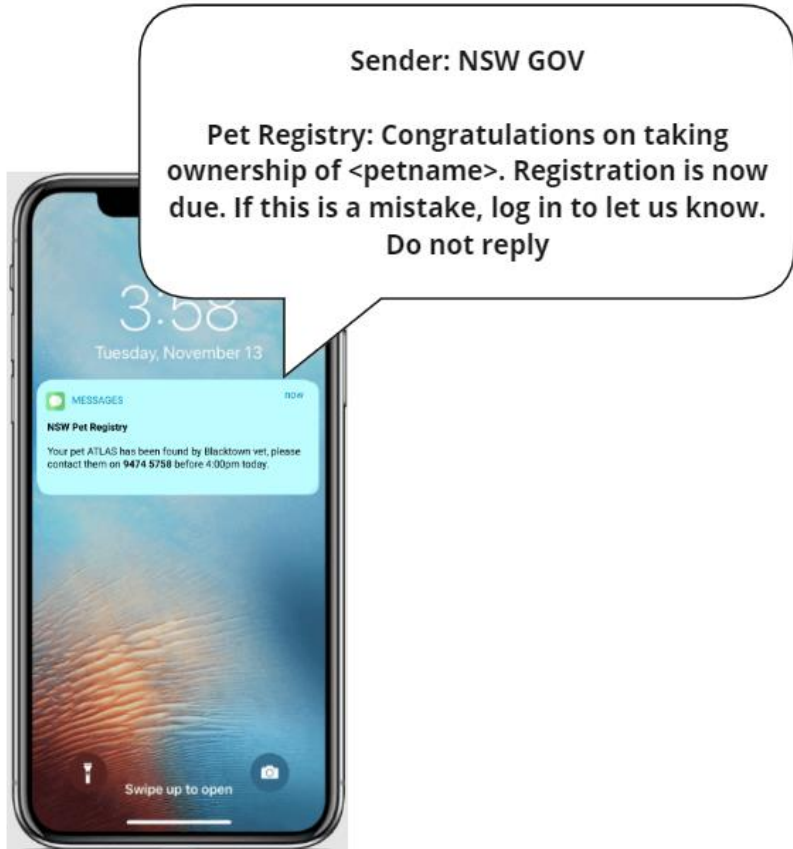
Pet details

Microchip no.
122233445512311

Breed
Birman (long hair)

Species
Cat

SMS notifications



Email notifications



Hello <User First Name>.

Your litter (<litter name>) is 10 weeks old. You need to microchip these pets within 14 days (by **dd Month yyyy**).

All cats and dogs must be microchipped by 12 weeks of age or before being sold or given away, whichever happens first. This means once microchipped they are then eligible for ownership transfer.

If you've already microchipped your litter, please let us know by replying to this email. Please include all the details you have ie: Vet/Authorised Identifier contact details, the date you believe the microchipping took place and/or the paperwork received.

How to microchip a litter

1. Create a litter and add a profile for each pet.

The mother of the litter must be in NSW Pet Registry. If you don't own the mother, you can ask the owner to transfer her to you while you set up the litter. You can transfer her back at any time.

2. Book a microchipping appointment.

All cats and dogs must be microchipped by 12 weeks of age or before transfer – whichever happens first. You'll need to arrange this with a vet or Authorised Identifier (AI).

3. Send the litter details to your vet or AI.

The vet or AI can add the microchip numbers to your completed digital microchipping form. You'll get a notification and copy of the form when they submit.

[Log in to NSW Pet Registry](#)



Hi <OwnerFirstName>.

Congratulations! You are now officially the owner of <PetName>

<User1 first name> <User1 Last name> (<User1 email>) has transferred ownership of <PetName> to you.

If you have any questions or concerns about collecting your pet, contact <User1FirstName>.

<PetName>'s profile is now in your NSW Pet Registry account. You can update their name and photo, or review their timeline for any tasks due.

<Pet Name>'s registration is due today

Registration covers your pet for their lifetime in NSW, regardless of any changes in ownership or if you move to a new council area.

Due date: <dd/mm/yyyy -date of transfer>.

Until payment is made, your pet is not registered and you could be fined at any time.

If you don't pay registration within 28 days of the due date, a late fee will also be applied. Make your payment before <dd/mm/yyyy +28 days> to avoid late fees.

Registration is a legal requirement. All dogs and cats must be registered on the NSW Pet Registry when they are first sold or given away, or by the time they are 12 weeks old (whichever happens first).

It's free to register some pets, but this cannot be done online right now. If any of the following apply to you, please go to your local council to register your pet.

- Your pet was purchased from an approved rehoming organisation
- your pet is an assistance animal, or in training to become one
- your pet is a working dog.

Where does my pet's registration fee go?

Your pet's registration fee goes into the Companion Animals Fund, which supports local councils in providing services such as shelter and pound facilities, ranger services and dog recreation areas. The fund also supports educational programs that promote responsible pet ownership.

I wasn't expecting this pet

If you think this pet was transferred to you by mistake:

- log in to your NSW Pet Registry account and transfer the pet back to the previous owner, or
- submit a request to reverse the transfer if you need assistance from us.

If <PetName> stays in your name, you'll be responsible for paying registration fees when they're due.

[Log in to NSW Pet Registry](#)



Council and ranger portal

Council and ranger portal

What is coming?

- Councils will be invited to workshops with the OLG and DCS design teams.
- Workshops will ensure the design meets council's operational needs.
- The portal will ultimately replace the NSW Companion Animals Register (CAR).



User-friendly design



Mobile functionality for field use



Specialised logins for different users



Enhanced search capabilities



Interactive alerts about key actions



Registration requirements

Newly implemented registration requirements



From 2 July 2024, all pet cats and dogs in NSW must be registered on the NSW Pet Registry either by 12 weeks of age or immediately upon transfer (whichever happens first).



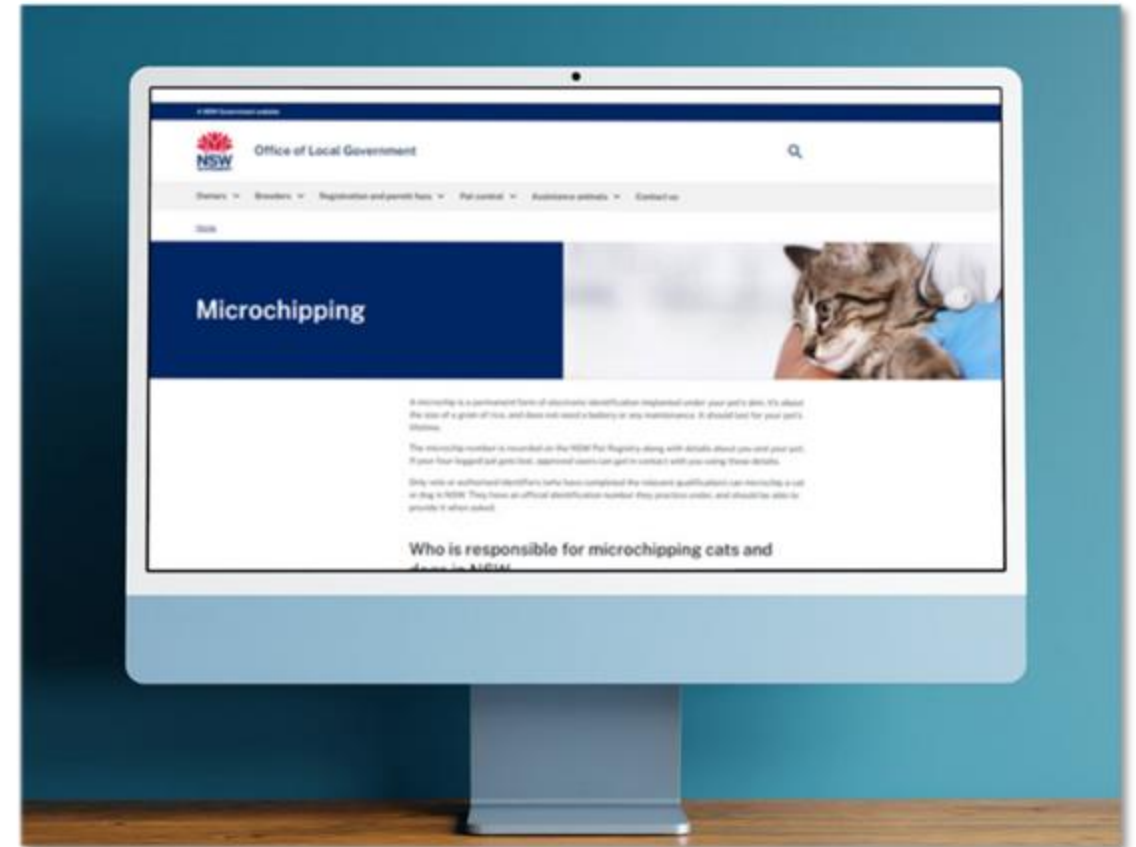
This implements clause 14 a) and b) in the Companion Animals Regulation 2018.



Communication approach

New public facing website

- Clear and concise
- Easy to navigate
- Simple user guides for owners and breeders
- Information on breeder's and owner's legal responsibilities
- Advice on getting and caring for pets
- All forms in central location



Communications and resources for first release

Councils

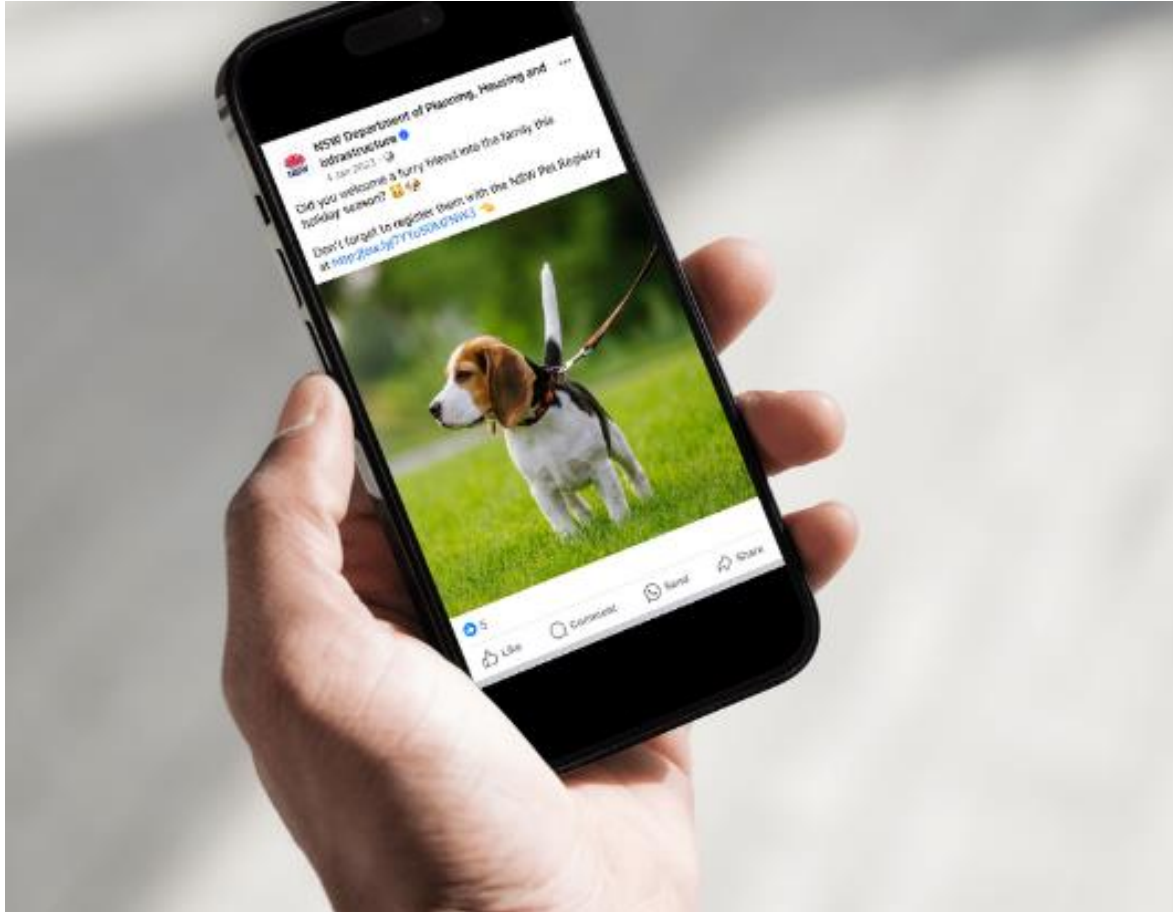
- Instructional guides for new CAR processes
- Factsheets and Q&As
- New website copy and links

Vets

- Re-education to use existing system
- Resources to promote new digital platform to clients
- Updated website with FAQs



Communications and resources for first release



Breeders and owners

- Direct onboarding communications and webinar to breeders.
- Website resources to answer owner and breeder questions and explain roles and responsibilities, and the registration process.
- Education campaign on multiple channels, including social media, council and community outreach events, webinars, industry editorials, branding and collateral, focusing on raising awareness on registration vs microchipping, and owner/breeder responsibilities.

Where the public can access support

For technical support

The NSW Pet Registry Helpline pets@olg.nsw.gov.au

For queries around log in validation

Service NSW service.nsw.gov.au/contact-us

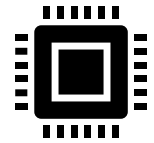
For questions about regulation implementation

The Office of Local Government olg@olg.nsw.gov.au

Updates to the NSW Companion Animals Register



New two-step payment system enables split payment for registration and non-desexed fees when due.



Pre-filled litters can be searched via mothers' microchip and microchip information added without re-entering other details



Recognised breeding animal registration type can now be changed.



Owner details can now be updated independently to ownership transfer information.

Revised and redesigned paper forms

- Reduce data entry issues – e.g. legal name, block letters
- Make responsibilities clearer for all users – simplified and targeted information on front and back of forms
- Corresponding fields added to CAR to make it easier to identify pets, change ownership or update owner details.

NSW Pet Registry



Pet registration R2

Pet owners can use this form to register their cat or dog on the NSW Pet Registry as required under the *Companion Animals Act 1998*. Please submit it to your local NSW council and pay the registration fee. Alternatively, you can create a NSW Pet Registry profile and register online at petregistry.olg.nsw.gov.au.

You must be over 18 years of age to legally own a cat or dog in NSW. All cats and dogs in NSW must be registered on the NSW Pet Registry when they are first sold or given away, or by the time they are 12 weeks old (whichever happens first).

Some owners can claim a reduced registration fee. If you or your pet fit into any of the categories below, read the back of this form to confirm your eligibility.

- Pensioner
- Assistance animal
- Working dog
- Registered racing greyhound
- Approved rehoming organisation

Please fill out this form in BLOCK LETTERS.

Pet details:			
Microchip number			
Species	Dog <input type="radio"/>	Cat <input type="radio"/>	Sex
			Male <input type="radio"/> Female <input type="radio"/>
Breed		Pet name	

Owner details:		
Title	Legal surname	Legal first name
Owner signature		Date

I verify that the information provided on this form is correct. I understand that providing information that is false or misleading is an offence under the *Companion Animals Act 1998*.