

## Fact sheet

# NSW Digital Pet Registry: information for councils

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## What is changing for councils?

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### Newly implemented registration requirements

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

#### Why has the registration deadline changed?

Clause 14 in the Companion Animals Regulation (2018) states that a companion animal is required to be registered – (a) from the time the animal is 12 weeks old, or (b) when the animal is first sold (even if it is less than 12 weeks old).

Before July 2, 2024, the old online NSW Pet Registry could not support Clause 14 (a) and (b) of the regulation. Therefore, Section 9 (1) of the Companion Animals Act which states that cats and dogs must be registered by 6 months of age was implemented.

However, Section 9 (2) of the act states that the regulations may change the age from which a companion animal is required to be registered from 6 months to any other age.

Now that the new NSW Digital Pet Registry can support Clause 14 (a) and (b) of the regulation, it is now being implemented.

The additional fee for non-desexed dogs over 6 months of age and annual permit fee for non-desexed cats over 4 months of age still applies.

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### New 2-step payment process

Payments for registration and non-desexing fees/ annual permits can now be made separately.

Councils can accept a base registration fee for pets regardless of their desex status. Owners still need to pay an additional fee for dogs that are not desexed by 6 months of age or an annual permit fee for cats that are not desexed by 4 months of age. However, they can now make these payments when they fall due, separate to registration.

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### Short-term over the counter annual permits and additional fee management

Online annual permit payments via the new NSW Digital Pet Registry are temporarily unavailable for owners of non-desexed cats and dangerous or restricted dogs to allow for system improvements. The additional fee payment for non-desexed dogs over 6 months of age is also temporarily unavailable. Payments will need to be processed via council until September 2024. Please let your community know about this short-term change.

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Some owners, including of dangerous, restricted, menacing or nuisance pets, will not see their pets on their new NSW Digital Pet Registry profile until the second stage rollout in September 2024.

The new NSW Digital Pet Registry is still being developed and currently cannot display profiles for pets that are proposed or declared to be dangerous, restricted, menacing, or a nuisance. Records of all pets are still accessible in the CAR. Once they are able to link their existing pets to their new digital profile, they will be able to pay any annual permits online, receive notifications and keep their details up to date. It is expected that this feature will be available in September 2024.

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## Updated NSW Companion Animals Register (CAR) fields and paper forms

The paper forms used to register animals in the CAR are being updated to reduce data entry issues and make responsibilities clearer for all users. Corresponding fields in the CAR make it easier to identify pets, change pet ownership or update owner details using paper forms.

**Please note it will take up to 1 hour for changes made in the CAR to be reflected in the new Digital NSW Pet Registry.**

Changes to the CAR include:

- Breeder Support – where a breeder has chosen to retain their animal for recognised breeding purposes, councils can now change the registration type to breeder.
  - Addition of Mothers Microchip Number and Breeder Identification Number – if a breeder has created a litter via the NSW Pet Registry you can look up the entire litter in the CAR using the mother's microchip number and confirm the breeder details with the breeder identification number (BIN), if applicable. To complete the permanent identification for a litter, you simply need to add the microchip numbers for each offspring.
  - Vets will continue to use the old online pet registry to update details in the CAR until a new vet portal is developed in 2025.
  - The CAR website will be updated with user guides for council staff to navigate the changes throughout the staged rollout of the new NSW Digital Pet Registry.
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## Important notice for change of owner process at councils

Between July and September, if your council processes ownership transfers using the C3A Change of Owner form in person or via post/email, you must inform new owners that they need to pay their registration fee directly at the council.

After the second stage rollout in September 2024, all pet owners will be able to link their new pet to their new NSW Digital Pet Registry account and pay any required fees online.

When a council sends a Record of Identification (formerly a 'Certificate of Identification'), they must advise the new owner to contact or visit their council to pay their pet's registration fee. As Clause 14 of the Companion Animal Regulation 2018 is now implemented, new owners must pay their pets registration as soon as they receive official ownership of their new pet to avoid potential late fees or fines.

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## How do I answer user questions about the Service NSW log in to the Pet Registry?

Users should direct all questions about creating or logging into a MyServiceNSW Account to Service NSW by calling 13 77 88 or visiting [service.nsw.gov.au/contact-us](https://service.nsw.gov.au/contact-us)

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## How do I answer technical questions?

Please direct all technical support enquiries to the NSW Pet Registry Helpline [pets@olg.nsw.gov.au](mailto:pets@olg.nsw.gov.au)

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## A new council portal on the NSW Pet Registry is coming soon

A specialised NSW Digital Pet Registry portal for councils is currently under development and planned for release in 2025. It will provide a vastly improved user experience to help council staff complete tasks online with ease and cut down on unnecessary administrative work.

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## What is changing for cat and dog owners and breeders?

Owners and breeders can log in or create a new NSW Digital Pet Registry profile at [petregistry.olg.nsw.gov.au](https://petregistry.olg.nsw.gov.au). This easy-to-use platform helps cat and dog owners and breeders manage important pet ownership tasks online.

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### Service NSW ID verification at login

Breeders and owners are required to use their Service NSW log in credentials to access the new NSW Digital Pet Registry.

If users do not have a MyServiceNSW Account they'll need to create one before they can create a new NSW Digital Pet Registry account.

When users first access the new NSW Digital Pet Registry they will be directed to login or create an account using their MyService NSW account. They will need to use two pieces of identification to validate their identity such as a NSW driver's licence, Medicare card or Australian passport to enable Service NSW to verify their identity. This only needs to be done once, when first setting up the account.

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### Some owners and breeders cannot see their pet records when they login.

If pet details are not appearing on a user's profile, this means we were unable to match their records. They will have to complete any pet related tasks via council until September when features allowing greater look-up and linking of pet records is released.

Reasons for data not being matched include:

- User's details on the NSW Pet Registry prior to 28 June did not match their MyServiceNSW account (email address, and legal first name/ surname)
  - Pet records on CAR were not linked or transferred to their former online NSW Pet Registry account prior to 28 June 2024
  - User has a dog declared dangerous, restricted or menacing, or a nuisance pet.
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## Benefits of the NSW Digital Pet Registry

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### Easier online registration payment

Most pet owners can easily register their pets and pay the registration fee online. Owners of certain animals will still need to go through council to register their pets. This includes owners of:

- assistance animals
  - working dogs
  - pets from approved rehoming organisations
  - dogs in service of the state.
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### Easier litter management

Breeders can easily add new litters and animal details to their NSW Pet Registry profiles, then complete litter management tasks including:

- sharing details for easier online microchip entry by vets and authorised identifiers
- inviting owners to create NSW Pet Registry profiles
- instantly transferring ownership of pets.

Those selling or giving away a pet can transfer ownership instantly through the new NSW Digital Pet Registry, with no need for the new owner to claim the pet. This means the pet is officially listed under the new owner's name. If a cat or dog is transferred by mistake, that person can reverse the transfer via their profile.

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## A new notification system

This allows users to track important pet ownership and breeder tasks on a pet timeline. They will receive reminders and confirmation when tasks are completed.

### **For owners this includes:**

- paying their registration fee
- desexing pets at the right time to avoid additional fees or annual permits.

### **For breeders this also includes:**

- instantly transferring pets to new owners
- microchipping litters at the right time
- getting litters vaccinated at the right time.

Contact us
For more information please contact the NSW Pet Registry team: <b>T:</b> 1300 134 460 <b>E:</b> <a href="mailto:pets@olg.nsw.gov.au">pets@olg.nsw.gov.au</a> <b>W:</b> <a href="https://petregistry.olg.nsw.gov.au">https://petregistry.olg.nsw.gov.au</a>