

Your mic has been disabled

Agenda



- Why update the NSW Pet Registry
- Release schedule
- Pet registry portal preview
- Stage 1 & 2 features and users
- Registration requirements
- Important things to know
- Where you can access support

Your mic has been disabled

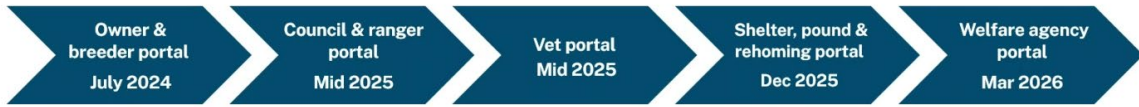
The case for change



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|--|---|
| System difficult to use | Intuitive, user focused and mobile-friendly design |
| Pet owners unaware of responsibilities | Notifications and dynamic pet timeline prompt owners of obligations |
| Incomplete transfers | Streamlined ownership transfer process |
| Volume of paperwork | Enhanced features allows greater self-service |
| Paper forms confusing | Redesigned, accessible forms clearly explain roles and responsibilities |



Staged portal release



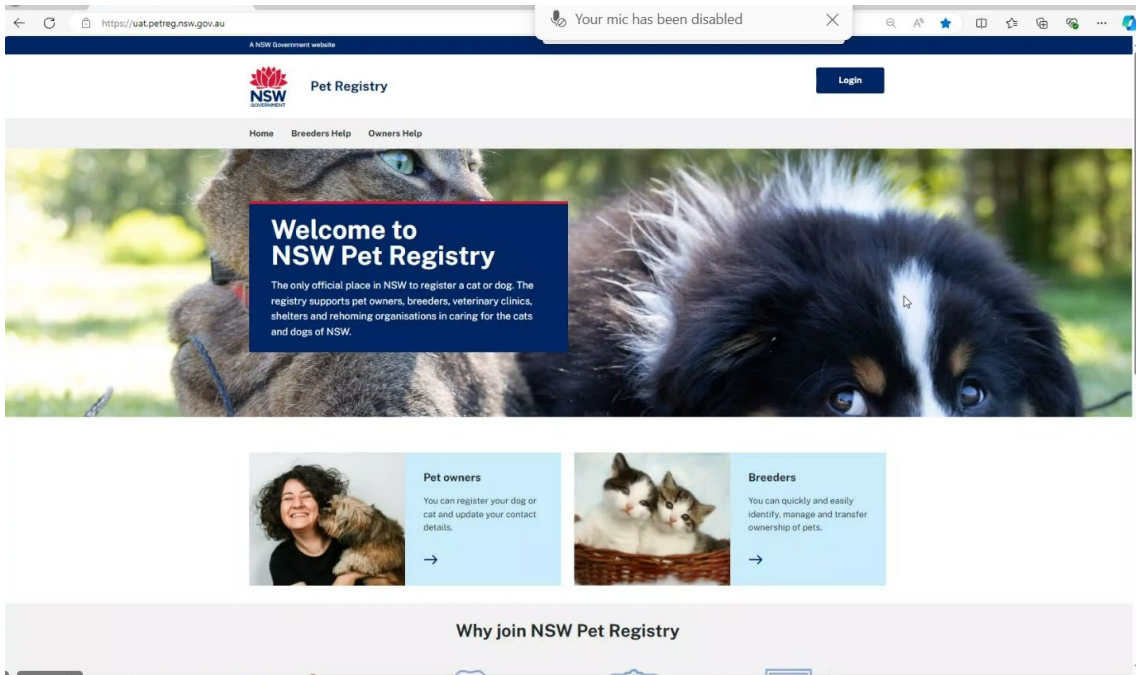
Stage 1 July 2024: Create and manage litters, transfer ownership of pets instantly, pay registration online, automatic reminder notifications.

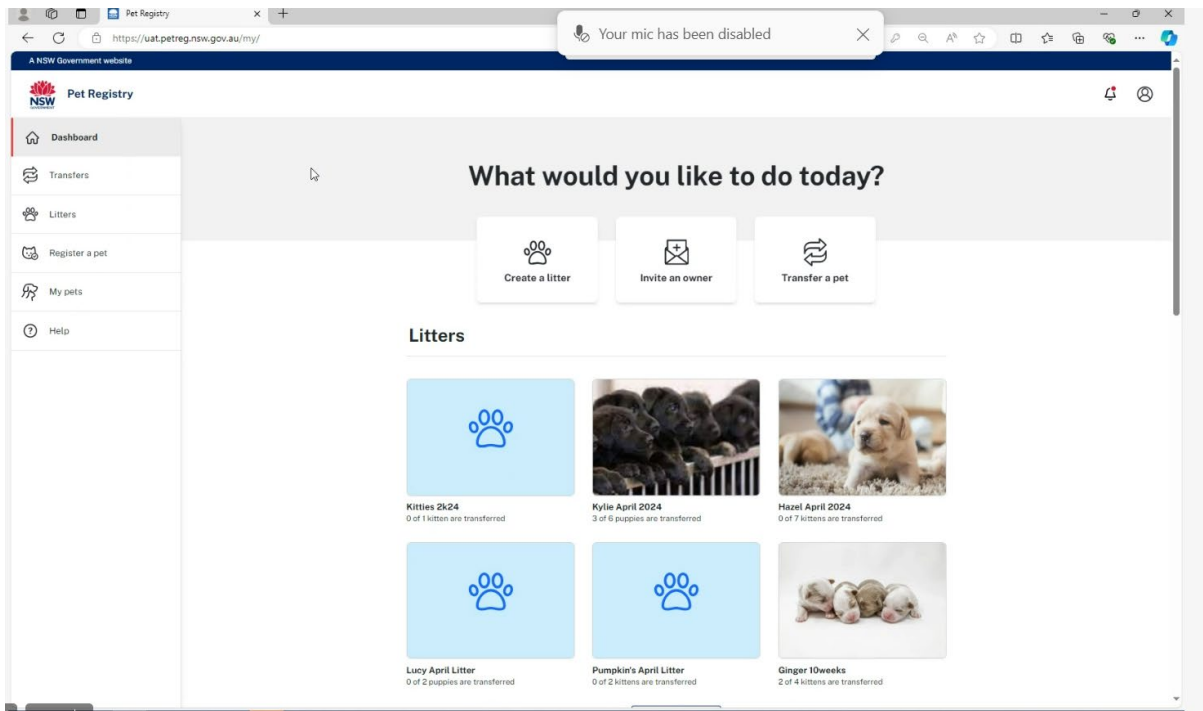


Stage 2 September 2024: Connect pet and owner profiles, pay annual permits and additional fees.









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





Stage 1 release features July 2



 Instant ownership transfer	 Invite / look up owners	 SMS and email notifications
 Streamlined registration	 Mobile compatibility	 SNSW ID verification

Who can use the new system July 2



Breeders and pet owners currently using the NSW Pet Registry.

- Pets must be linked to their profiles
- Account details must match Service NSW



New owners and breeders creating a NSW Pet Registry account for the first time.



The new NSW Pet Registry and existing systems are linked so data is synchronised.

- Councils will continue to use the Companion Animal Register.
- Vets and Authorised Identifiers will continue to use the existing NSW Pet Registry.

Invite / look up NSW owners



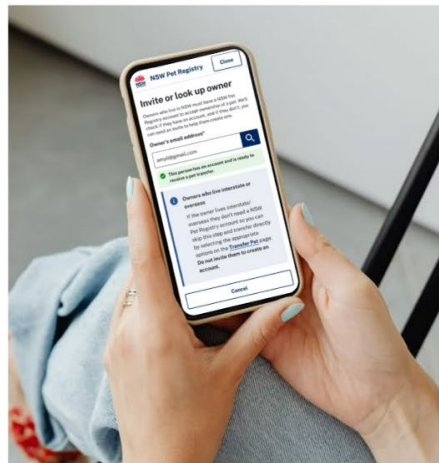
Check if a prospective owner has a NSW Pet Registry profile by entering their email address.



If they don't have an account, send them an invite. The new owner will receive an email with steps to create an account and access the new NSW Pet Registry.



If they do have an account, you can instantly transfer ownership to them.

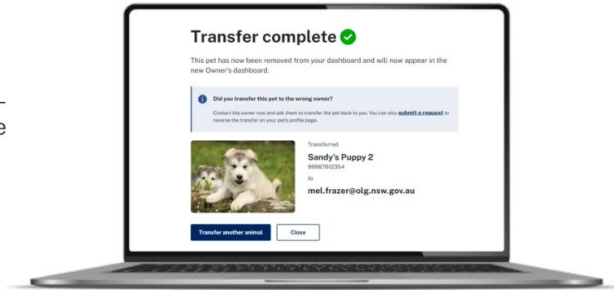


Instant ownership transfer



Transfer pets instantly

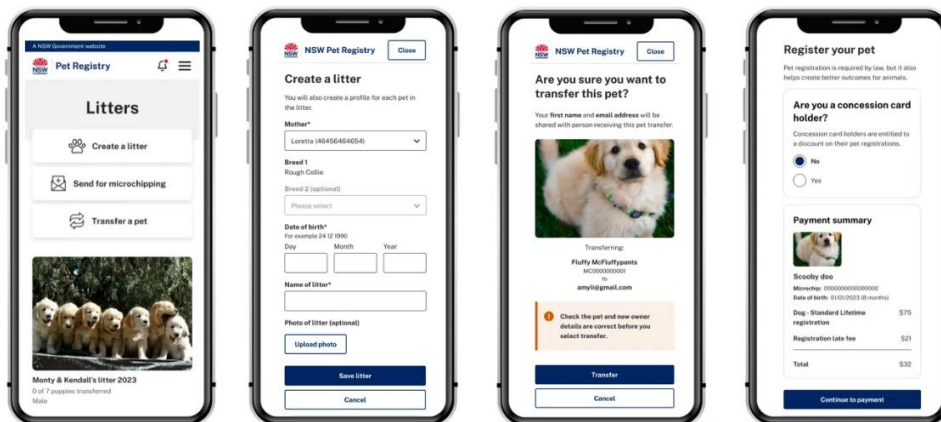
- Simply enter the owner's email address
- Pet is instantly removed from your profile
- Owners no longer need to claim their new pet – they immediately appear on the owner's profile
- View previous transfers in *Transfer history*
- Transferred the wrong pet to the wrong owner? Request a transfer reversal through your NSW Pet Registry profile.



Mobile compatibility



- Mobile-first design
- All tasks can be completed on your phone



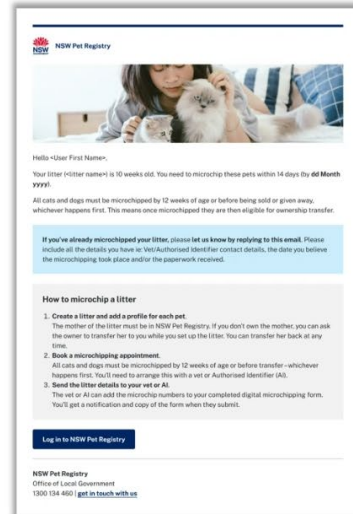
SMS and email notifications



- Reminders and notifications important tasks and milestones
- Microchipping, registration, desexing
- Owners and breeders are aware of obligations







NSW Pet Registry



Stage 2 release features September 2024



 <p>Online payments for dangerous & restricted dogs</p>	 <p>Online payments for non-desexed cats</p>	 <p>Online payments for non-desexed dogs</p>	 <p>Connect existing owner and pet profiles</p>
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New registration process



Standard registration can now be paid regardless of pet desex status.
Additional fees and annual permit fees for non-desexed dogs and cats can be paid separately.



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).
Clause 14 a) and b) in the Companion Animals Regulation 2018 is now implemented.



Pets sold or given away before 12 weeks of age must be registered immediately by the new owners upon receiving ownership.
Pets that remain in the breeder's ownership at 12 weeks of age must be registered by the breeder.

NSW Pet Registry

Interstate and overseas transfers



- Interstate and overseas owners **do not** need a Service NSW or NSW Pet Registry account.
- Simply enter new owner details as required.
- Transfer is completed instantly.
- Pet is removed from your profile.
- New owners receive an email with their pet's information and instructions to register their pet in accordance with their state, territory or countries pet registration laws.

NSW Pet Registry

Registering your recognised breeding animals

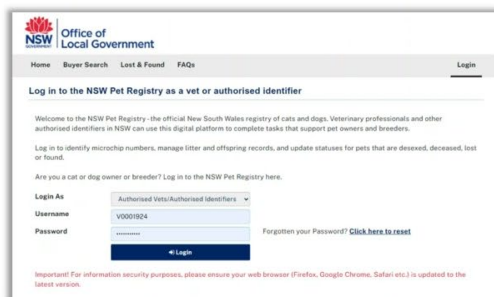


Register all pets by 12 weeks of age	Submit documentation to your local council	Documentation required
<ul style="list-style-type: none">You must pay the standard registration fee for your recognised breeding animal by 12 weeks.	<ul style="list-style-type: none">To avoid paying non-desexed fees, you must bring documentation to council<ul style="list-style-type: none">by 6 months for dogsby 4 months for cats.	<ul style="list-style-type: none">Proof of current membershipverification that cat or dog is an accepted breeda signed statement that the cat or dog is kept for breeding purposes.

Breeders who are also AIs



Authorised Identifiers will temporarily use the existing NSW Pet Registry to enter microchip details.

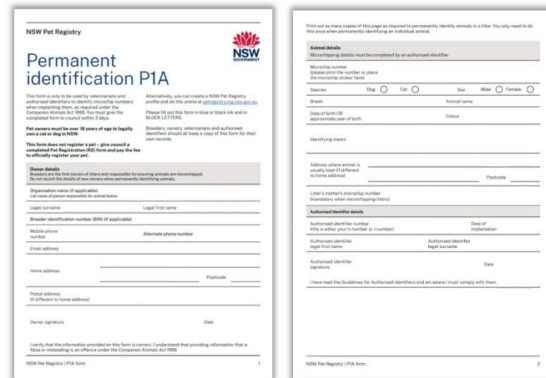


- 1 Create your litter in your new NSW Pet Registry profile
- 2 Login to the existing NSW Pet Registry with your AI account details.
- 3 Enter the mother's microchip number
- 4 Enter the microchip number and implant date for each offspring.
- 5 Save and the microchip numbers will update in your new NSW Pet Registry profile.

Revised and redesigned paper forms



- Reduce data entry issues
- Make responsibilities clearer for all users – simplified and targeted information on front and back of forms
- Changes to the PIA form makes it possible for litter details to be updated even if your vet or AI continues to use paper



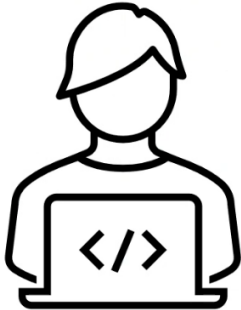
What you will see from July 2



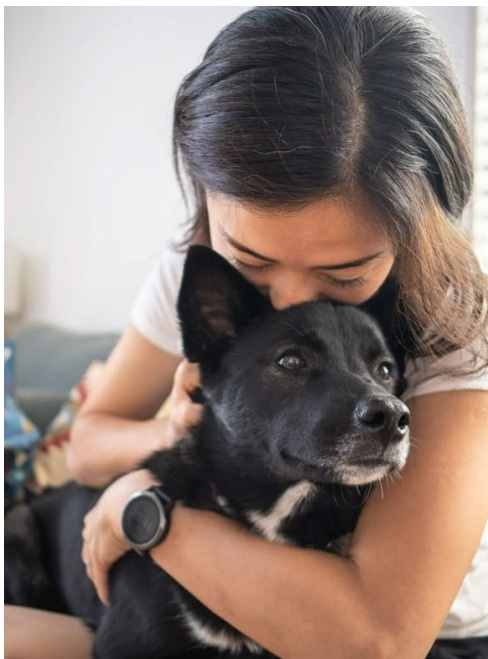
- July 2 all linked pets will come across automatically
- Litter activity from the past 16 weeks (approx. 4 months) will appear on your profile when you first join the new registry
- Pet records older than 3 months must be managed through your local council
- After September release, breeders can link their previous litter history



What you should do now



- 1 Create a Service NSW account
- 2 Ensure your legal first and last name, date of birth, and email or mobile number match your Service NSW account details
- 3 Link all of your pets to your NSW Pet Registry profile
- 4 Note your breeder identification number
- 5 If you have more than one existing profile, contact the NSW Pet Registry Helpline at pets@olg.nsw.gov.au
- 6 If you are an AI and cannot login, contact the NSW Pet Registry Helpline at pets@olg.nsw.gov.au



Where you 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