



NSW Pet Registry User Guide

for

Pet Owners & Breeders

Responsible Pet Ownership Program



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VERSION 1.3

ACCESS TO SERVICES

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General Information

Registering a cat or dog in NSW

Microchipping

A microchip is a '*subcutaneous full duplex electronic radio transponder*'. Modern microchips are about the size of a grain of rice and are implanted beneath the animal's skin between the shoulders. No personal information is stored on the microchip, only the unique identification number.

Microchipping is the most effective way to help ensure your pet can be returned to you if it becomes lost. In NSW, all cats and dogs, other than exempt cats and dogs, must be microchipped by **12 weeks of age or before being sold or given away**, whichever happens first. Penalties may apply for failing to microchip your pet.

Only authorised microchip implanters and veterinarians are permitted to microchip pets.

Registration

All cats and dogs, other than exempt cats and dogs, must be registered by six months of age. The registration fee is a once-only payment, which covers the cat or dog for its lifetime in NSW, regardless of any changes in ownership. Penalties may apply for failing to register your cat or dog.

Discounted registration fees apply to cats that are desexed by four months of age and dogs that are desexed by six months of age. Having your cat or dog de-sexed prior to registration helps to reduce straying, fighting and aggression and antisocial behaviour, such as spraying to mark territory. It also helps to reduce the number of unwanted pets born each year.

Registration fees are used by councils to provide animal management related services to the community. These may include ranger services, pound facilities, dog refuse bins, off-leash areas, educational and other companion animal-related activities.

For more information about microchipping and registering cats and dogs in NSW, please visit www.olg.nsw.gov.au

Section 1 – About the NSW Pet Registry

The NSW Pet Registry (Registry) and Companion Animals Register (Register) is a database of microchipped and registered cats and dogs that live in NSW. In accordance with the *Companion Animals Act 1998* (CA Act), the Registry has been established as the official online system in NSW for registering your animal. The use of any other website does not constitute a registration in NSW.

The NSW Pet Registry is managed by the Office of Local Government (OLG) and is part of the NSW Government's commitment to streamlining digital registration processes, strengthening animal welfare standards and promoting responsible pet ownership across the state.

Dog and cat owners can easily create an online profile and connect it to their pet's microchip record to help ensure they are reunited with their pet if it becomes lost.

The NSW Pet Registry allows dog and cat owners to:

- update your contact details
- change the ownership of pets
- report your pet missing or deceased
- pay most lifetime registration fees

Getting started with the NSW Pet Registry

The NSW Pet Registry is located at www.petregistry.nsw.gov.au

This document offers a step-by-step guide to the major functions of the NSW Pet Registry. If you have further questions, please consult the 'frequently asked questions' section at the end of this document or visit www.petregistry.nsw.gov.au

Pet owners who do not have an email address or cannot use the NSW Pet Registry can still complete paper forms at their local NSW council office. People with assistance and working dogs will also need to register their dog in person at their local NSW council office.

Additional note for dog and cat breeders

Section 83M of the CA Act states that the Deputy Secretary may allocate a breeder identification number to any person who is the owner of a companion animal that has a litter. The Breeder Identification Number allows improved use of the NSW Pet Registry for things such as adding multiple animals (litter) and making it easier for authorised implanters to add microchip information to companion animals.

Section 2 – Your Profile

2.1 How to register your details on the NSW Pet Registry for first time users

Creating your User Profile is easy and only needs to be done once

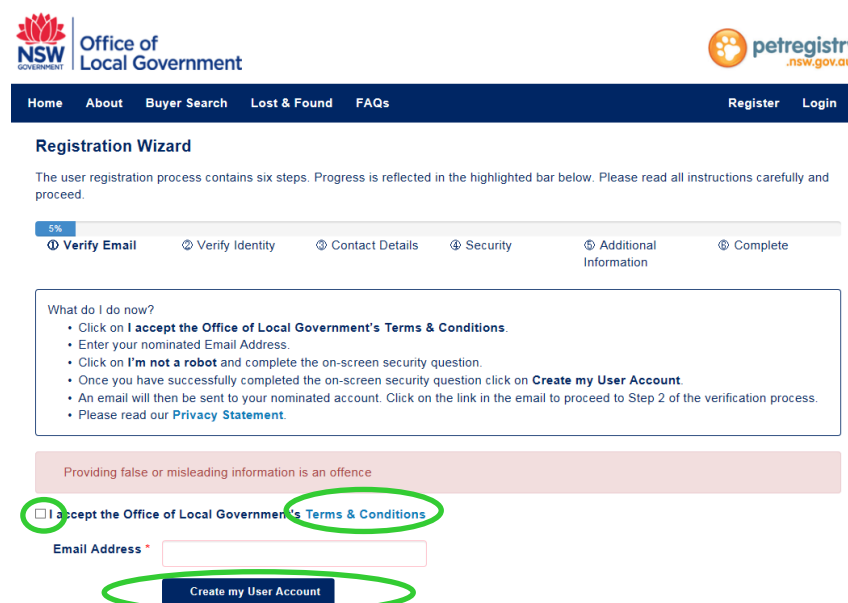
Step 1 Verify email

Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au.

Click **'Register'** from the Main Menu.



Click **'Register as a pet owner'**. The 'Registration Wizard' will begin and will take you through the registration process.



- Click **'Terms and Conditions'** to read them.
- Click **'I accept the Office of Local Government's Terms and Conditions'** if you accept the Terms & Conditions.
- Enter your nominated email address. This will become your username.
- Click **'Create my User Account'**.

An email will be sent to your nominated email address and a message will appear advising the verification email has been successfully sent to your email address.

Providing false or misleading information is an offence

Verification email successfully sent to mary.smith123@yopmail.com

I accept the Office of Local Government's Terms & Conditions


Email Address * mary.smith123@yopmail.com

Create my User Account

Open your email account and click on the link provided in the email so that you can finish creating your account. The link will be valid for 3 days only. If you do not click on the link in the email you receive, your account will not be activated.

Step 2 Verify Identity

Enter your name and date of birth exactly as it appears on your Driver's Licence, Medicare Card or Australian passport.

NOTE  The registered owner of a cat or dog in NSW must be aged 18 years of age or over.

NSW Office of Local Government petregistry.nsw.gov.au

Home About Buyer Search Lost & Found FAQs Register Login

Registration Wizard

The user registration process contains six steps. Progress is reflected in the highlighted bar below. Please read all instructions carefully and proceed.

20%
① Verify Email ② **Verify Identity** ③ Contact Details ④ Security ⑤ Additional Information ⑥ Complete

What do I do now?

- Enter your full legal name as it appears on the form of identification you intend to use verify your identity.
- Once you click **Verify & Proceed**, you will be required to provide your Driver's Licence, Medicare Card or Passport number to validate your identity. These personal identification numbers are not stored by the NSW Pet Registry and therefore cannot be accessed through the NSW Pet Registry.

Providing false or misleading information is an offence

Email: mary.smith123@yopmail.com

Title: * Select Title... [v]

First Name: *

Middle Name:

Last Name: *

Date of Birth: * dd/mm/yyyy [calendar icon]

Note: You should be more than 18 years old to register as a pet owner/breeder.

→ Verify & Proceed

When finished click on 'Verify & proceed'.

To verify your identity, you will need to choose one of the following types of identification available in the drop down menu:

- Driver's Licence
- Medicare Card
- Australian Passport.

Please enter the information required.

Your name and date of birth will be checked against your official documents but will not be stored on the Registry.


Click **'Verify these details'** when you have finished.

The screenshot shows the 'petregistry.nsw.gov.au' website. The navigation bar includes 'Home', 'About', 'Buyer Search', 'Lost & Found', 'FAQs', 'Register', and 'Login'. The 'Registration Wizard' progress bar shows 30% completion, with 'Verify Identity' highlighted as the current step. The main content area is titled 'Verify your Identity' and contains a form with the following fields: 'State/Territory' (NSW), 'Driver's Licence Number', 'First Name' (Mary), 'Date of Birth' (01/05/1965), and 'Surname' (Smith). A dropdown menu for 'Choose a different ID option' is open, showing 'Driver's Licence', 'Australian passport', and 'Medicare Card'. A 'Verify these details' button is highlighted with a green circle. A consent checkbox is also present at the bottom of the form.

Step 3 Contact Details

The next page requires your street address. Begin typing your address in the **'Search Address'** field. Your full address should appear as an option to select. Once selected, the fields will automatically fill with the correct information.

You will also need to enter your preferred contact telephone number. **Please do not include gaps when entering telephone numbers. The number needs to be 10 digits, ie: 0298765432 or 0412345678**

NOTE  If you cannot find your address within the automated system, you will not be able to complete this step and will need to go to your local NSW council office.

When finished entering your contact details, click 'Save & proceed'.

Registration Wizard

The user registration process contains six steps. Progress is reflected in the highlighted bar below. Please read all instructions carefully and proceed.

45%

① Verify Email ② Verify Identity ③ **Contact Details** ④ Security ⑤ Additional Information ⑥ Complete

What do I do now?

- Type your address in the **Search Address** field and then select your address. When you select the address the fields below will be auto-filled.
- You must provide a minimum of one contact telephone number

⚠ Providing false or misleading information is an offence

Please enter a valid street address, P.O. Box and Locked Bag are not allowed.

Search Address: 1-7 O'Keefe Avenue, NOWRA NSW 2541

Street Number: 1-7 **Street Name:** O'Keefe

Street Type: Ave **Suburb:** NOWRA

State: NSW **Postcode:** 2541

Local Council Code: NSW312 **Local Council Name:** SHOALHAVEN CITY COUNCIL

Mobile phone numbers cannot contain spaces or special characters
Home and work phones must include the area code, and cannot contain spaces or special characters

Preferred Contact Type: Mobile Home Work **Mobile Phone:** 0417000444

Home Phone: 0299999999 **Work Phone:** 0288888888

→ Save & Proceed

Step 4 Security

Choose three secret questions from the drop down menu and provide an answer for each one. The secret questions will assist you to reset your password if it is ever forgotten.

Enter your new password, then confirm it by entering it again. When finished, click 'Save & proceed'.

Registration Wizard

The user registration process contains six steps. Progress is reflected in the highlighted bar below. Please read all instructions carefully and proceed.

60%

① Verify Email ② Verify Identity ③ Contact Details ④ **Security** ⑤ Additional Information ⑥ Complete

Note

- 3 different secret questions must be selected and their answers must be provided.
- Password must be between 8 and 16 characters in length.
- Password must contain at least 1 upper case letter.
- Password must contain at least 1 lower case letter.
- Password must contain at least 1 number.
- Password must contain at least 1 special character (e.g. !@#%&'&).

⚠ Providing false or misleading information is an offence

Secret Question 1: select a Question... **Answer 1:** *

Secret Question 2: select a Question... **Answer 2:** *

Secret Question 3: select a Question... **Answer 3:** *

Password: * **Confirm Password:** *

→ Save & Proceed

Step 5 Additional Information

Answer the question **‘Are you a Breeder?’** Remember, everyone who owns a cat or dog that has a litter is considered a breeder for the purposes of the NSW Pet Registry.

A breeder profile has the advantage of having a breeder identification number, which makes it easier and quicker to add pets to your profile. Rehoming Organisations and Pet Shops may also choose to use a breeder identification number.

Please note that you will be able to update your details at a later date if you believe you have made a mistake.

The screenshot shows the 'Registration Wizard' interface. At the top left is the NSW Government logo and 'Office of Local Government'. At the top right is the 'petregistry.nsw.gov.au' logo. A navigation bar contains links for Home, About, Buyer Search, Lost & Found, FAQs, Register, and Login. The wizard progress bar shows six steps: 1. Verify Email, 2. Verify Identity, 3. Contact Details, 4. Security, 5. Additional Information (highlighted), and 6. Complete. A warning message states: 'Providing false or misleading information is an offence'. A note box says: 'Note: If you are entitled to claim a discounted lifetime registration fee as a pensioner, you must complete the Pensioner Number below.' The 'Additional Information' section contains a mandatory question: 'Are you a Pet breeder?' with radio buttons for 'Yes' and 'No'. Below this are fields for 'Alternative Email' and 'Pensioner Number'. A checkbox for 'Postal Address' is present with the text 'If home address is different from postal address'. The 'Secondary Contact Information' section includes fields for 'Title' (a dropdown menu), 'Surname', 'Given Name', 'Preferred Contact Type' (radio buttons for Mobile, Home, Work), 'Mobile Number', 'Home Phone Number', and 'Work Phone Number'. All phone number fields have a placeholder 'please include area code'.

Step 6 Complete

Click '**Complete Registration**' when you have completed all of the relevant details.

Business Information

Business Name: ABN:

Business Phone: Alternative Phone:

Email Address: Business Website:

Contact Title:

Contact First Name: Contact Last Name:

Please enter a valid street address, P.O. Box and Locked Bag are not permitted.

Business Address Search:

Street Number: Street Name:

Suburb / Town: State:

Postcode:

Local Council Code: Local Council Name:

[Complete Registration](#)

You will be returned to the Home Page.

NSW GOVERNMENT Office of Local Government

petregistry.nsw.gov.au

Welcome: Mary

My Pets FAQs Profile Claim Pet Lost & Found Buyer Search Logout

Welcome to NSW Pet Registry

My Pets

Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer
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⚠ Important next step - The next step is to link your pet's microchip record to your User Profile by clicking '**Claim Pet**' from the main menu.

Please refer to **Section 3.1 - How to claim your pet** for instructions.

2.2 How to update your user profile details

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click '**Profile**' in the main menu.

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petregistry.nsw.gov.au

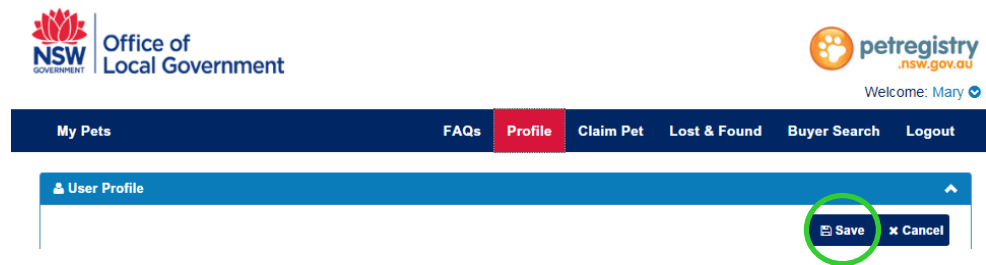
Welcome: Mary

My Pets [FAQs](#) [Profile](#) Claim Pet Lost & Found Buyer Search Logout

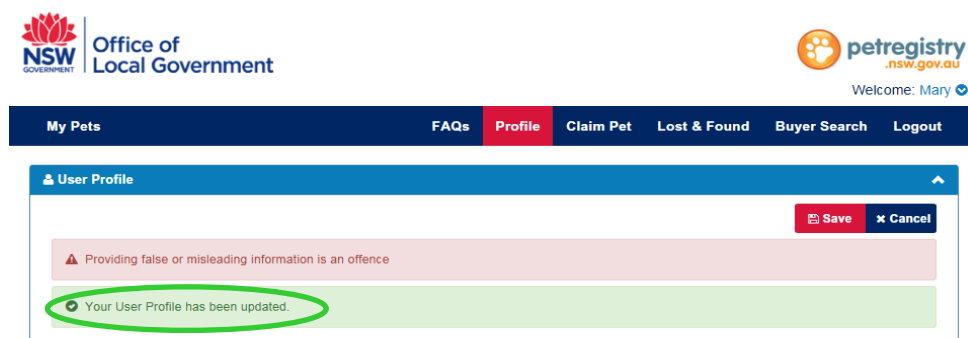
Step 2 Your Profile details will appear on the next page.

Enter in any new details as required. Remember that to change your address, your new address will need to be validated.

Click 'Save' when finished.



Step 3 The message in green shown below will appear if your changes have been saved successfully.

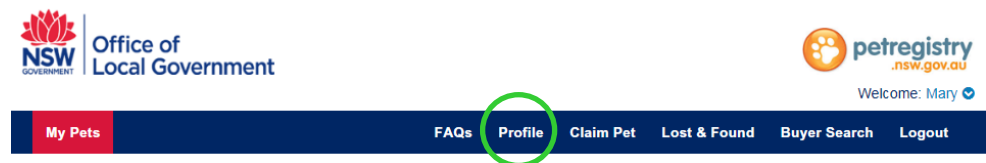


To return to the 'My Pets' page, scroll up to the top of the page and click 'My Pets'.



2.3 How to change your security questions

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click 'Profile' in the main menu.



Step 2 To update your security questions, scroll down to the bottom of your user profile page to 'User Security Questions'. Click the arrow symbol on the right.



Step 3 Click 'Edit'.

The screenshot shows the 'User Security Question' form. At the top right, there are three buttons: 'Edit', 'Save', and 'Cancel'. The 'Edit' button is circled in green. Below the buttons, the form contains three security questions and their corresponding answers:

Security Question	Answer
Security question 1 * What was your childhood nickname?	Answer 1 * abc
Security question 2 * What is the name of your favourite childhood friend?	Answer 2 * abc
Security question 3 * What is the middle name of your oldest child?	Answer 3 * abc

You can change the answer to your existing security question, or choose a new security question from the drop down menu.

The screenshot shows the 'User Security Question' form with dropdown menus for each question and text input fields for answers. The dropdown menu for 'Security question 1' is circled in green. The questions and answers are:

Security Question	Answer
Security question 1 * What was your childhood nickname?	Answer 1 * abc
Security question 2 * What is the name of your favourite childhood friend?	Answer 2 * abc
Security question 3 * What is the middle name of your oldest child?	Answer 3 * abc

The screenshot shows the 'User Security Question' form with a dropdown menu open for 'Security question 2'. The dropdown menu lists several options, including 'What was your childhood nickname?' and 'In what city did you meet your spouse/significant other?'. The questions and answers are:

Security Question	Answer
Security question 1 * What was your childhood nickname?	Answer 1 * abc
Security question 2 * In what city did you meet your spouse/significant other?	Answer 2 * abc
Security question 3 * What street did you live on in third grade?	Answer 3 * abc

Step 4 Click 'Save' when you have finished.

The screenshot shows the 'User Security Question' form with the 'Save' button circled in green. The questions and answers are:

Security Question	Answer
Security question 1 * What is your oldest sibling's middle name?	Answer 1 * Jane
Security question 2 * What is the name of your favourite childhood friend?	Answer 2 * Amy
Security question 3 * What is the middle name of your oldest child?	Answer 3 * Rose

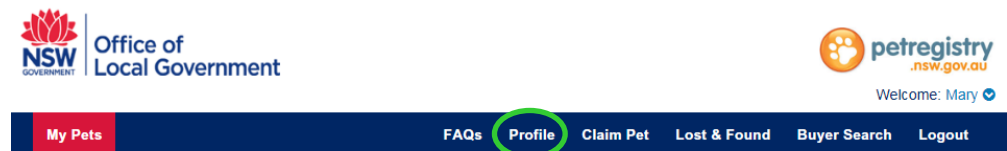
The next page will display a message to confirm the changes have been saved successfully.

The screenshot shows a 'User Security Question' page with a blue header and a green success message: 'User security question saved successfully'. Below the message is a table with three rows of security questions and their corresponding answers.

Security Question	Answer
Security question 1 * What is your oldest sibling's middle name?	Answer 1 * Jane
Security question 2 * What is the name of your favourite childhood friend?	Answer 2 * Amy
Security question 3 * What is the middle name of your oldest child?	Answer 3 * Rose

2.4 How to change your password

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click **'Profile'** in the main menu.



Step 2 To change your password, scroll down to the bottom of your user profile page to **'Change Password'**. Click the arrow symbol on the right.



Step 3 Click **'Edit'**.

The screenshot shows the 'Change Password' form. The 'Edit' button in the top right corner is circled in green. The form contains two input fields: 'New Password *' and 'Confirm Password *'.

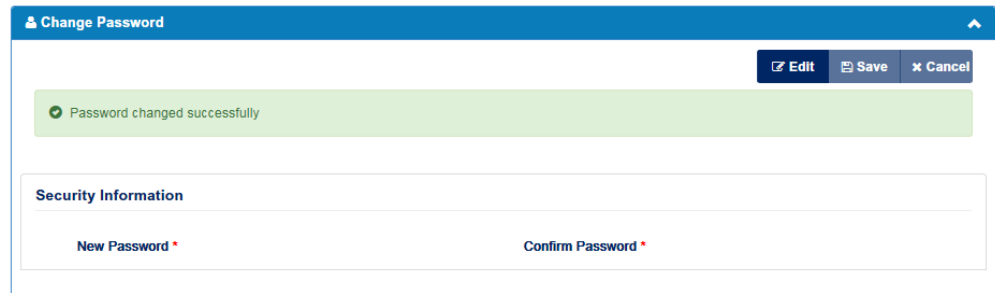
Enter your new password and confirm your new password. Click **'Save'** when you are finished.

The screenshot shows the 'Change Password' form with the 'Save' button circled in green. Below the password fields, there is a list of password requirements:

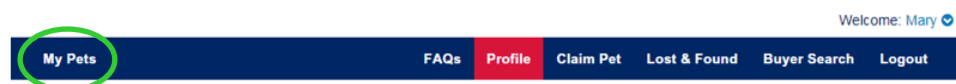
- Password must be between 8 and 16 characters in length.
- Password must contain at least 1 upper case letter.
- Password must contain at least 1 lower case letter.
- Password must contain at least 1 number.
- Password must contain at least 1 special character (e.g. !@#%*&).

The 'New Password *' and 'Confirm Password *' input fields are also circled in green.

The following message will appear if your changes have been saved successfully.



To return to the 'My Pets' page, scroll up to the top of the page and click 'My Pets'.



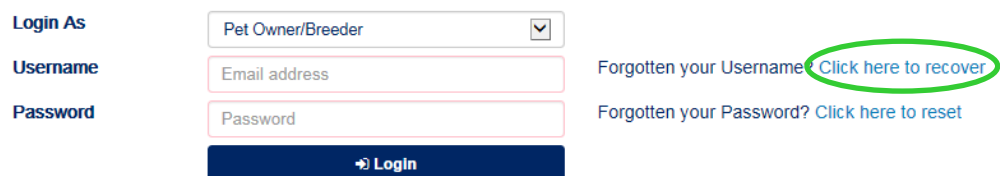
2.5 How to retrieve your username

- Step 1** Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click 'Login'.

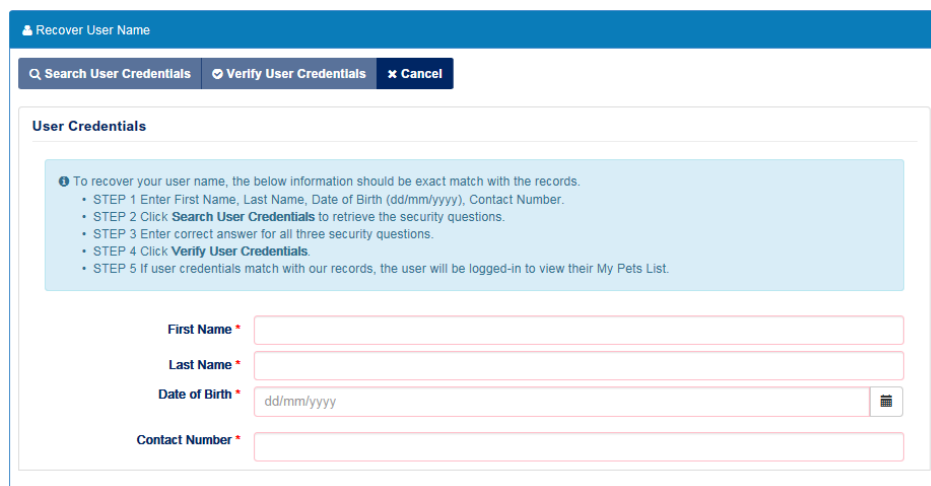


- Step 2** Go to 'Forgotten your Username?' and click 'Click here to recover'.

Pet Owners and Breeders, if you are not registered, [click here](#) to register.



- Step 3** Follow the instructions (Step 1 to 5) as listed on the screen in the blue box.



At step 5, if your user credentials match with our records, you will be logged into the **'My Pets'** page.

2.6 How to retrieve your password

Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click **'Login'**.



Step 2 Go to **'Forgotten your Password?'** and click **'Click here to reset'**.

Pet Owners and Breeders, if you are not registered, [click here to register](#).

Login As	<input type="text" value="Pet Owner/Breeder"/>	
Username	<input type="text" value="Email address"/>	Forgotten your Username? Click here to recover
Password	<input type="text" value="Password"/>	Forgotten your Password? Click here to reset
<input type="button" value="Login"/>		

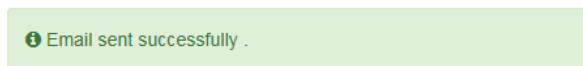
Step 3 Enter your username. Click **'Recover'**.

Forgot your password?

Enter your username below and click on "Recover" button. We will send you an email with instructions on how to change your password.

User Type	<input type="text" value="Pet Owner/Breeder"/>
Username *	<input type="text"/>
<input type="button" value="Recover"/> <input type="button" value="Cancel"/>	

The following message will appear:

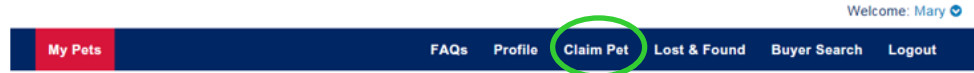


Open the email message and follow the instructions to reset your password.

Section 3 – Your Pets

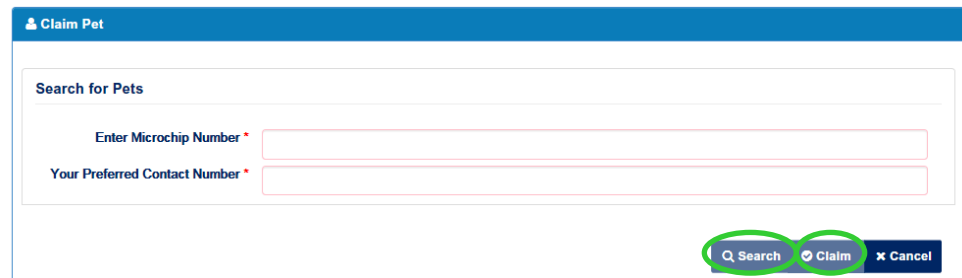
3.1 How to claim your pet (connect a pet record to your user profile)

- Step 1** Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au. Click **'Claim Pet'** in the main menu.

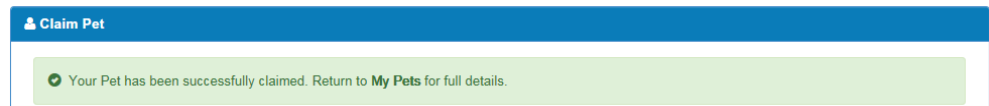


- Step 2** Enter your pet's **microchip number** and your **preferred contact number**.
(Your preferred contact number is the telephone number you first registered your pet with or the telephone number the previous owner entered for you to transfer the pet).

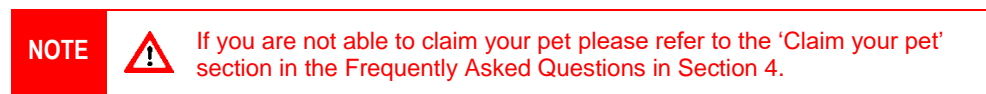
Click **'Search'**. Your pet's microchip record information should appear. Click **'Claim'**.

A screenshot of the 'Claim Pet' form. It has a blue header with a user icon and the text 'Claim Pet'. Below the header is a white search box with the text 'Search for Pets'. Inside the search box are two input fields: 'Enter Microchip Number *' and 'Your Preferred Contact Number *'. At the bottom right of the search box are three buttons: 'Search' (with a magnifying glass icon), 'Claim' (with a checkmark icon), and 'Cancel' (with an 'x' icon). The 'Search' and 'Claim' buttons are circled in green.

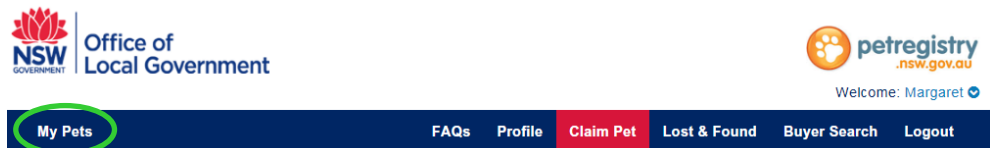
A message will appear to confirm if you have successfully claimed your pet.



(Your pet's address will default to the home address you entered when setting up your profile).




- Step 3** Click **'My Pets'** located in the main menu.



You will now see your pet listed on the **'My Pets'** page.

My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Maisy	777000777544000	Home		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Transfer	

3.2 How to update your pet's details


You can make changes to:

- **Pet Status** (click the drop down menu to choose *Home*, *Missing* or *Deceased*)
- **Pet Name**
- **Identifying Marks**
- **Address** (please note that if you are entering a new address, it will need to be validated in the same way your address was validated when you first created your user profile).

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au

Step 2 If you need to update your pet's details click the blue **'Update'** text corresponding to the relevant pet.


My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Maisy	777000777544000	Home		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Transfer	

Step 3 Your pet's microchip record information will be displayed. Make any necessary changes.

Pet Profile

Pet Information



Upload a new Pet Photo

Microchip Number	777000777544000	Out of Date	No
Pet Status	Home <input checked="" type="checkbox"/>	Pet Name	Maisy
Pet Ownership Status	Claimed	Species	Dog
Breed	Bichon Frise	-OR- Cross Breed	
Date of Birth	15/01/2019	Gender	Female
Colour	White	Desexed	No

Identifying Marks

Identifying Marks

Please enter a valid street address, P.O. Box and Locked Bag are not allowed.

Pet Address Search

Search Address

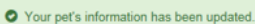
Street Address	1-7 O'Keefe Ave	Suburb / Town	NOWRA
State	NSW	Postcode	2541
Local Council Code	NSW312	Local Council Name	Shoalhaven City Council

Click **'Save'** when you are finished.

A message will appear to confirm your changes have been saved successfully. Click **'My Pets'** to return to the **'My Pets'** page.


My Pets | [FAQs](#) | [Profile](#) | [Claim Pet](#) | [Lost & Found](#) | [Buyer Search](#) | [Logout](#)

Pet Profile




3.3 How to upload a photo of your pet **New!**

This feature allows pet owners to upload a photo of their pet on the **'Pet Profile'** page.

Handy Hint  Before you attempt to upload a photo make sure you have the photo saved on the electronic device you are using. If you upload a photo larger than 512KB, you will be prompted to crop the photo.

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au
You will see the **'My Pets'** page. Find the relevant pet whose photo you want to upload and click **'Update'**.


My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Daisy	777000777544000	Home		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Transfer	

Step 2 The **'Pet Profile'** page will appear. You will see a silhouette image if a photo has not been uploaded previously. Click **'Upload a new Pet Photo'**.

Pet Profile

Pet Information



Microchip Number	777000777544000	Out of Date	No
Pet Status	Home	Pet Name	Daisy
Pet Ownership Status	Claimed	Species	Dog
Breed	Bichon Frise	-OR- Cross Breed	
Date of Birth	15/01/2019	Gender	Female
Colour	White	Desexed	No

Click **'Browse'**. Upload the photo of your choice. Click **'Save'** when finished.

Photo Upload

• Please upload photo in .JPEG, .PNG, .BMP or .TIF formats only
• Maximum file size allowed is 512KB

Save **Close**

Select an image file:

Browse... Cropped Image:

The 'Pictures Library' on your computer or device should appear.
Select the photo you want to upload by clicking the **file name** then '**Open**'.

The photo should upload on the page with an option to crop (reduce or increase the image view) if desired.


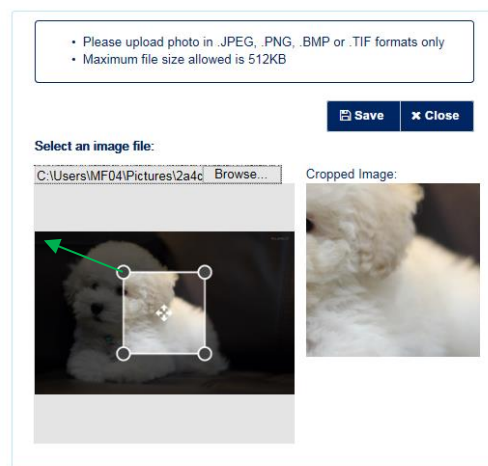
Handy Hint  To make the picture bigger, drag the corners of the photo to the desired size. Once you have reached the edge of the photo area, you can re-position the whole photo by clicking and dragging the middle of the photo.

Photo Upload



Cropping a photo

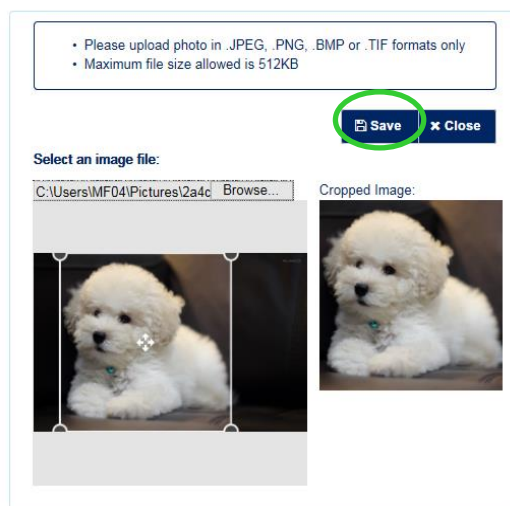
For example, Daisy's photo looked like this when it was uploaded.

To fix this, we placed the cursor over the corners of the photo and dragged them to the edge of the photo display.

To centre the photo, place the cursor in the middle of the photo and drag the photo into your preferred position.

When you are happy with the result. Click '**Save**' to save the photo then '**Close**'.

Photo Upload



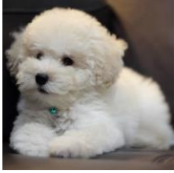
After adjusting the photo, we now see a full view of Daisy.

We are happy with this result and have chosen to save it.

Your pet's photo should now appear on the **'Pet Profile'** page.

Pet Profile

Pet Information



Upload a new Pet Photo

Microchip Number	777000777544000	Out of Date	No
Pet Status	Home	Pet Name	Daisy
Pet Ownership Status	Claimed	Species	Dog
Breed	Bichon Frise	-OR- Cross Breed	
Date of Birth	15/01/2019	Gender	Female
Colour	White	Desexed	No

Click **'My Pets'** to return to the **'My Pets'** page. The pet photo will appear on this page.

My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Daisy	777000777544000	Home		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Transfer	

Troubleshooting

If you are not happy with how you saved the pet photo (for example, the pet's head is missing as shown in the photo sample below), you can easily fix the problem by reloading the photo again. You will need to follow the instructions from the start.


Pet Information



Upload a new Pet Photo

3.4 How to pay your pet's registration fee on the NSW Pet Registry website

NOTE



You must claim your pet to your profile before you can pay the registration fee.

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click on **'My Pets'**.

Step 2 To pay your pet's registration fee online, click the blue **'Pay Online Due'** text corresponding to the relevant pet.

My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Daisy	777000777544000	Home		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Transfer	

Step 3 Check the details are correct and click **'Pay Now'** if the payment amount is correct.

Handy Hint

Check that the desexed status is correct before making your payment. Your vet can update your pet's records as desexed or you can provide your Certificate of Sterilisation to your council for updating.

Your pet details

Pet Name	Daisy	Pet Date of Birth	15/01/2019
Desexed	No	Microchip Number	777000777544000
Breed	Bichon Frise		

Payment option(s)

Important! Check that the desexed status above is correct before making your registration payment. Your Vet can update your pet's record as desexed or you can provide your pet's Certificate of Sterilisation to your council for updating.

If you do not intend to have this pet desexed

Fee description	Non Desexed	Registration Fee	\$207.00
------------------------	-------------	-------------------------	----------

Pay Now

If you intend to have this pet desexed

Fee description	Non Desexed - Under 6 Months	Registration Fee	\$57.00
------------------------	------------------------------	-------------------------	---------

Note: If you fail to have this animal desexed by the required age you will be required to pay the outstanding amount at your local council

Pay Now

Step 4 You will arrive at the payments portal, where you can pay the registration with Mastercard or Visa. Enter your credit card details then click **'Next'**.

Step 5 You will now see the confirmation screen. Please check your details, enter the verification code, and accept the surcharge (the credit card surcharge is set at 0.4%). Click **'Confirm'** to proceed with the payment.

Step 6 You will now see your payment receipt. You can choose to print the receipt or have it emailed to you.

When you are finished, click **'Finish'**. You will be returned to the **'My Pets'** page.

3.5 How to transfer your pet to a new owner *(if the pet has been sold or given away)*

Step 1 If you sell or give away your pet, you will need to transfer it to the new owner. Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au Click on **My Pets** to view a list of the pets you own.

Click the blue **'Transfer'** text corresponding to the relevant pet.

My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Daisy	777000777544000	Home		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Transfer	

Step 2 Enter details of the new owner. If you are transferring the pet to an owner interstate or overseas, click the **'Outside NSW (Interstate or overseas)'** option at the bottom.

When you have finished entering the details of the new owner, click **'Transfer'** at the top left hand side of the screen.

Pet Transfer

⇒ Transfer × Cancel

Pet Transfer

What information do you need to transfer your pet?
To transfer a pet you will need to know your pet's microchip number and the preferred contact number of the new owner.

How to Transfer a Pet?
• Enter The Title, First Name, Last Name and Preferred Contact Number of the new owner and the Click Transfer.

Note:
This pet will remain on My Pets until it is claimed by the new owner. If the new owner will not claim the pet, contact your local council to update the record.

Microchip Number 777000777544000

Title * select a Title... ▾

First Name *

Last Name *

Preferred Contact Number *

Email

Transfer your Pet Within NSW Outside NSW (Interstate or overseas)

A message will appear confirming you have successfully transferred the pet to the new owner. Click **'My Pets'** in the main menu to return to the **'My Pets'** page.

My Pets FAQs Profile Claim Pet Lost & Found Buyer Search Logout

Pet Transfer

⇒ Transfer × Cancel

✔ New owner details have been saved. Advise new owner to claim their new pet.

Your pet's profile will be updated when you return to the **'My Pets'** page.

The 'Status' field will change from 'Home' to **'Home-Transfer'**. This means you have transferred ownership of the pet to the new owner.

The Transfer field will change from 'Transfer' to **'Restricted'**. This means you are restricted from making any further changes to the pet's information.

My Pets

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Daisy	777000777544000	Home - Transfer		Due on 15/07/2019	Pay Online Due on 15/07/2019	Update	Restricted	

To complete the transfer, the new owner will need to create a user profile and claim the pet. When the new owner has done this, the pet will disappear from your **'My Pets'** page.

NOTE If a pet has been transferred in error, please contact your local NSW council office for assistance. Local councils can change the status of an animal in certain circumstances.

Section 4 – Managing Litter Records **New!**

This feature allows Pet Breeders to create a litter, add at least one offspring and link it to its mother, for record keeping purposes. It will also be easier for Veterinarians and Authorised Implanters to update the litter records with microchip numbers.

NOTE



You **do not** need to create a separate NSW Pet Registry username and password to use the litter function. If you have created a separate username as a pet breeder, remember to use it to manage your litters.

4.1 How to create a litter and add offspring

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au.

Step 2 You will arrive at the 'My Pets' page.

Find the pet who gave birth to the litter.

In this example: Mandy, the Cavoodle, is the Mother.
Her microchip number is 863111863000863.

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Mandy	863111863000863	Home		Due on 01/07/2014	Pay Online Due on 01/07/2014	Update	Transfer	View / Add Litters

Click 'View/Add Litter'.

Scroll down the page to the 'My Litters' section.

Add New Litter

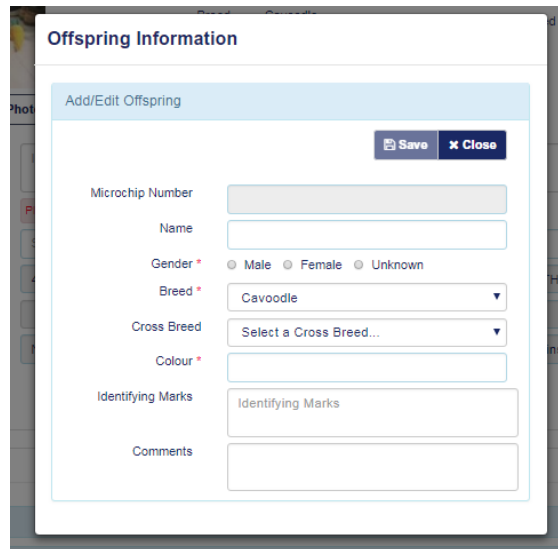
To add a new litter you need to add at least one offspring. Click on "Save and Add Offspring" button to add.

Mother's Microchip Number	863111863000863	Mother's Name	Mandy	Species	Dog	Litter count	1
Father's Microchip Number	<input type="text"/>	Date of Birth *	<input type="text" value="dd/mm/yyyy"/>	Status	Home		

Enter the **father's microchip number** if known.

Enter the **date of birth** of the litter (this is compulsory).

Click '**Save and Add offspring**'.

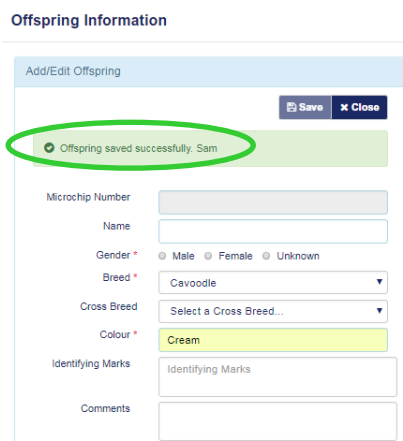


Enter the following information for the **first offspring only**:

- Name
- Gender (this is compulsory)
- Breed (this is compulsory)
- Cross Breed
- Colour (this is compulsory)
- Identifying marks
- Comments

Click '**Save**' when finished.

The following message will appear: *Offspring saved successfully.*



You may continue entering information for the next offspring. Click '**Save**' when finished. Repeat this step to add more offspring.

Click '**Close**' when you have finished adding all offspring from the litter.

The litter you just created will be listed on the page with the corresponding litter date of birth. The most recent litter will always be displayed as Litter 1.

In this example: This is the second litter for Mandy, born on 01/02/2018 and is labelled as 'Litter 1'.

The first litter, born on 01/01/2017 is labelled as 'Litter 2'.

My Litters

Add New Litter

ℹ To add a new litter you need to add at least one offspring. Click on "Save and Add Offspring" button to add.

Mother's Microchip Number	863111863000863	Mother's Name	Mandy	Species	Dog	Litter count	2
Father's Microchip Number	<input type="text"/>	Date of Birth *	01/02/2018 <input type="text"/>	Status	Home		

[Save and Add Offspring](#)

Number of Litters: 2 Number of offsprings: 6

Litter 1	01/02/2018
Litter 2	01/01/2017

How to add more offspring (for example if you forgot to add one)

Find the relevant litter (with the correct corresponding date of birth) and click on the **Litter name** eg. Litter 1.

The most recent litter will always be displayed as Litter 1.

In this example: Click 'Litter 1'. Sam (the first offspring) is already listed.

To add another offspring click '**Add offspring**'.

My Litters

Add New Litter

ℹ To add a new litter you need to add at least one offspring. Click on "Save and Add Offspring" button to add.

Mother's Microchip Number	863111863000863	Mother's Name	Mandy	Species	Dog	Litter count	2
Father's Microchip Number	<input type="text"/>	Date of Birth *	01/02/2018 <input type="text"/>	Status	Home		

[Save and Add Offspring](#)

Number of Litters: 2 Number of offsprings: 6

Litter 1	01/02/2018
Litter 2	01/01/2017

+ Add Offspring										
Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
01/02/2018	Male	Cavoodle		Cream	Big smile	Sam			Edit	Remove

Enter the following information for each offspring one at a time.

- Name
- Gender (this is compulsory)
- Breed (this is compulsory)
- Cross Breed
- Colour (this is compulsory)
- Identifying marks
- Comments

Click **'Save'** when finished. When finished click **'Close'**.

Please check the litter and offspring have been saved successfully. You do this by clicking the litter name eg. Litter 1. When you have finished checking the offspring information, click the litter name again to close the list.

In this example: You can see all four offspring listed.

My Litters

Add New Litter

To add a new litter you need to add at least one offspring. Click on "Save and Add Offspring" button to add.

Mother's Microchip Number: 863111863000863 Mother's Name: Mandy Species: Dog Litter count: 2

Father's Microchip Number: Date of Birth: 01/02/2018 Status: Home

Save and Add Offspring

Number of Litters: 2 Number of offspring: 9

Litter 1 01/02/2018

+ Add Offspring

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
01/02/2018	Female	Cavoodle		Cream	Cheeky grin	Sally			Edit	Remove
01/02/2018	Female	Cavoodle		Cream	Beautiful eyes	Sara			Edit	Remove
01/02/2018	Male	Cavoodle		Cream	Waggily tail	Simon			Edit	Remove
01/02/2018	Male	Cavoodle		Cream	Big smile	Sam			Edit	Remove

Litter 2 01/01/2017

The microchip numbers will be added by a Veterinarian or Authorised Identifier when the pets are microchipped.

When you have finished, please click **'My Pets'** at the top of the page to return to the **'Home'** page.

4.2 How to update or edit information for an offspring *(only prior to microchip number being added)*

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au.

Step 2 Click **'My Pets'** from the main menu. This will take you to the **'My Pets'** page. Find the pet who gave birth to the litter. Click **'View/Add Litters'**.

	Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer	View / Add Litters
	Mandy	863111863000863	Home		Due on 01/07/2014	Pay Online Due on 01/07/2014	Update	Transfer	View / Add Litters

Scroll down the page to the **'My Litters'** section.

Select the relevant litter to edit the offspring by clicking the litter name.

Number of Litters: 2 Number of offsprings: 9

Litter 1	01/02/2018
Litter 2	01/01/2017

Step 3 A list of all offspring for this litter will appear. Find the offspring you want to edit. Click **'Edit'** and update the relevant information.

Litter 1 01/02/2018

+ Add Offspring

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
01/02/2018	Female	Cavoodle		Cream	Cheeky grin	Sally			Edit	Remove

Click **'Save'** when finished. A message will appear confirming the offspring was updated successfully. Click **'Close'** to return to the **'Litter Information'** page.

Step 4 You can check the changes have been saved by viewing the offspring information again. To do this, click the litter name eg. Litter 1.

In this example: Sally's 'name' and 'colour' were updated.

Litter 1 01/02/2018

+ Add Offspring

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
01/02/2018	Female	Cavoodle		Cream and white	Cheeky grin	Sally-Ann			Edit	Remove

When you have finished, please click **'My Pets'** to return to the **'Home'** Page.

4.3 How to delete a record for an offspring

(only prior to microchip number being added - to correct a data entry error or when an offspring becomes deceased before sale).

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au.

Step 2 Click **'My Pets'** from the main menu. This will take you to the **'My Pets'** page.

Find the pet who gave birth to the litter. Click **'View/Add Litters'**.

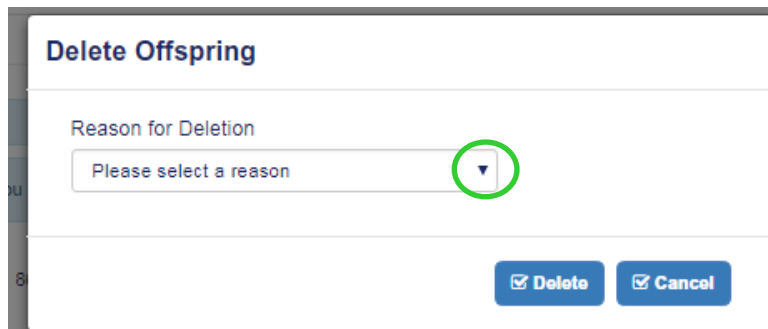
Scroll down the page to the **'My Litters'** section. Select the relevant Litter to delete the offspring. Find the offspring you want to delete. Click **'Remove'**.

In this example: Simon will be removed.

01/02/2018	Male	Cavoodle		Cream	Waggily tail	Simon			Edit	Remove
------------	------	----------	--	-------	--------------	-------	--	--	------	--------

Select a reason for deleting the offspring from the drop down menu. You can choose from:

- **Data entry error** (this option will delete the record)
- **Deceased before sale** (this option will keep the record but it will be deactivated)



Select **Delete**. The following message will appear:

Confirm


 You are about to permanently delete this offspring. Are you sure you want to proceed?

Yes **No**

Select **Yes** if you want to proceed.

The following message will appear:

Alert

 Simon has been successfully deleted from litter with DOB 01/02/2018

Ok

Click **OK**. You will return to the **Litter Information** page. The 'number' of offspring should have changed.

You can check the changes have been saved by viewing the offspring information again. To do this, please click the litter name eg. Litter 1.

In this example: Simon was removed from the litter.

Litter 1										01/02/2018		
											+ Add Offspring	
Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove		
01/02/2018	Female	Cavoodle		Cream and white	Cheeky grin	Sally-Ann			Edit	Remove		
01/02/2018	Female	Cavoodle		Cream	Beautiful eyes	Sara			Edit	Remove		
01/02/2018	Male	Cavoodle		Cream	Big smile	Sam			Edit	Remove		

When you have finished, click **'My Pets'** to return to the **'Home'** Page.


Section 5 – Buyer Search **New!**

Buying, selling and trading pets

The Microchip number, Rehoming Organisation number and Breeder Identification number is able to be searched by members of the public wishing to conduct pre-purchase research on cats or dogs.

Prospective cat or dog owners can use those numbers to access important information including breed, age, gender and whether or not the animal is de-sexed.

5.1 How to look up information about a pet for sale using a microchip number

Handy Hint  Microchip numbers should contain 15 digits.

Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au. You do not need to log into the website to use this feature.

Step 2 Click **'Buyer Search'** from the main menu.



Step 3 A new page with search fields will appear (as shown below). Enter the microchip number belonging to the cat or dog for sale in the corresponding search field. Click **'Search'**.

Search for information about a pet

Microchip Number

Rehoming Organisation Number

Breeder Identification Number (eg. BXXXXXXXX or the 6 digit Breeder Organisation Membership Number)

If the microchip record is listed in the NSW Pet Registry, the pet information will appear on a new page and will look like this:

Search for information about a pet


Microchip Number

Microchip Number Search Results

Species	Dog
Breed	King Charles Spaniel
Gender	Female
Age	2 Years 7 Months
Desexed	No

When finished, click **Home** in the main menu to return to the **Home** page.

5.2 How to look up information about a Rehoming Organisation using a Rehoming Organisation Number

Handy Hint  Rehoming Organisation numbers start with the letter 'R' followed by 9 digits. For example: R123456789

Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
You do not need to log into the website to use this feature.

Step 2 Click **Buyer Search** from the main menu.



Step 3 A new page with search fields will appear (as shown below). Enter the Rehoming Organisation Number in the corresponding search field. Click **Search**.

Search for information about a pet

Microchip Number

Rehoming Organisation Number


Breeder Identification Number (eg. BXXXXXXXX or the 6 digit Breeder Organisation Membership Number)

If the Rehoming Organisation is listed in the NSW Pet Registry, the following information will appear:

- Business Name
- Business Address
- Contact Officer
- Website
- Exemption Expiry date

When finished, click **'Home'** in the main menu to return to the **'Home'** page.

5.3 How to look up information about a cat or dog breeder using a Breeder Identification Number

Handy Hint  Breeder Identification numbers start with the letter 'B' followed by 9 digits. For example: B123456789

Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
You do not need to log into the website to use this feature.

Step 2 Click **'Buyer Search'** from the main menu.



Step 3 A new page with search fields will appear (as shown below). Enter the Breeder Identification Number in the corresponding search field. Click **'Search'**.

Search for information about a pet

Microchip Number

Rehoming Organisation Number

Breeder Identification Number (eg. BXXXXXXXX or the 6 digit Breeder Organisation Membership Number)

If the cat or dog breeder is listed in the NSW Pet Registry, the following information will appear. Click **'Home'** to return to the **'Home'** page.

Breeder Identification Number (eg. BXXXXXXXX or the 6 digit Breeder Organisation Membership Number)

B000617593 Search

Breeder Identification Number Search Results

Business Name

Species	Breed	Gender	Age
Dog	German Shepherd Dog	Male	1 Month
Dog	German Shepherd Dog	Male	1 Month
Dog	German Shepherd Dog	Male	1 Month
Dog	German Shepherd Dog	Female	1 Month
Dog	German Shepherd Dog	Female	1 Month
Dog	German Shepherd Dog	Female	1 Month
Dog	German Shepherd Dog	Female	1 Month

Section 6 - Lost and Found

This feature allows members of the public to advise a pet owner they have found a lost cat or dog without having to call their local NSW council office. Members of the public must give their permission for their telephone number to be provided to the Pet Owner via a secure message.

6.1 How to report a lost cat or dog you have found and you know the microchip number

Handy Hint



The person who found the pet must know the microchip number belonging to the pet before they can use this feature.

Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
You do not need to log into the website to use this feature.

Step 2 Click '**Lost and Found**' from the main menu.



Step 3 The following page will appear.

Microchip Number * (15 digits)

Pet Found Date *

Phone Number *

I consent to my contact number being provided to the pet owner

Report Reset

Enter the **microchip number** belonging to the pet you found.

Enter the **date pet was found** by using the calendar tool provided.

Enter your contact **telephone number**.

Tick the check box asking for your consent to provide your telephone number to the pet owner if you agree. This means the owner of the animal will see your telephone number and will be able to contact you.

Click **'Report'**.

Step 4 You will receive one of the messages listed below:

- a) If the pet has been reported missing by its owner, the following message will appear:

Thank you for notifying the pet's owner or carer that you have found their pet. You may surrender the pet to your local council any time. If you don't hear from the pet's owner within 24 hours please contact your local NSW council office.

You may now exit the website or click **'Reset'** to report another pet you have found.

- b) If the pet has not been reported missing by its owner, the following message will appear:

The pet with microchip number Has not been reported missing by its owner. Please check the microchip number again and confirm it is correct. Do you still want to proceed?

Click **'No'** if you do not want to proceed.

or

Click **'Yes'** if you do want to proceed. You will receive the following message:

Thank you for notifying the pet's owner or carer that you have found their pet. You may surrender the pet to your local council any time. If you don't hear from the pet's owner within 24 hours please contact your local NSW Council office.

You may now exit the website or click **'Reset'** to report another pet you have found.

- c) If the microchip number is incorrect, you will receive the following message:

This microchip number is not listed in the NSW Pet Registry. Please contact your local NSW Council office. Contact details for your local council can be found at [Find My Council](#).

Additional notes/warning about Restricted Breed, Menacing or Declared Dangerous dogs:

Should your microchip search reveal you have found a dog from one of these categories you will receive one of the additional warning messages listed below:

Restricted breed	WARNING! The dog with this microchip number is of a breed that is considered dangerous.
Menacing dog	WARNING! The dog with this microchip number has a known history of violent or menacing behaviour.
Declared Dangerous dog	WARNING! The dog with this microchip number has a known history of violent or menacing behaviour.

Section 7 - Frequently asked questions

General questions

Who can use the NSW Pet Registry?

The majority of cat and dog owners in NSW can pay their registration fee online using the NSW Pet Registry.

Anyone with access to the NSW Pet Registry can use the Buyer Search function and the Lost and Found function.

Pet owners who do not have an email address or cannot use the NSW Pet Registry can still complete paper forms at their local NSW council office or at a Service NSW customer centre.

If you are a registered breeder seeking the discounted registration fee, you will need to visit your local council and take copies of breeder certificates.

People with assistance and working dogs and pensioners (other than aged pensioners) will also need to register their dog in person at their local NSW council office.

My pet is already microchipped and the lifetime registration fee has been paid, do I have to register again?

No you don't need to register again after the lifetime registration fee has been paid but you should create a 'pet owner' profile on the NSW Pet Registry. You can 'claim' your pets, which locks them to your profile by referring to section 3 of this User Guide.

Next, check that your contact details are correct by referring to Section 2 of this User Guide. Up to date details help ensure you and your cat or dog can be reunited should they become lost or injured.

Your registration is complete when you have paid your once-only, lifetime registration fee.

Registering your details – create owner profile

My pet is already microchipped but I have not paid the lifetime registration fee. Do I also have to register it?

Yes. All dogs and cats that need to be registered must have their identification (microchip) and registration (owner details etc.) recorded on the NSW Pet Registry. The lifetime registration fee must be paid by the time the animal is 6 months old.

To do this using the NSW Pet Registry, you need to first create your owner profile (refer to Section 2) and then second, link or connect your pet to your owner profile by "claiming" your pet (refer to Section 3).

What name should I use to register my pet?

You need to use your name as it appears on your Driver's Licence, Medicare card or Australian passport. You will need one of these documents to verify your identity. Only one person can be listed as the registered owner.

What address should I use to register my pet?

You should use the street address where your pet lives most of the time. You cannot use a PO Box number. There is also an opportunity to enter a separate address for postal purposes or a secondary address where your pet occasionally lives. When entering the

address details, you will need to use the 'search address' bar to get the official address as recorded with NSW Land Registry Services.

My address does not come up on the NSW Pet Registry, what should I do?

If you are entering a physical address please make sure it is the property address as recorded with NSW Land Registry Services.

For rural properties, this may mean your official Rural Property Address rather than a property name or other name. This is not the same as your lot number. It will include a Rural Road Number, a Road Name and a Locality. If you do not know your Rural Property Address, please contact your local council.

If you are not able to enter a valid address on the online NSW Pet Registry, you will need to complete the relevant paper form and lodge it with your local council. Forms are available from your council, at the bottom of the page on the NSW Pet Registry website or can be accessed under 'Related Downloads' at www.olg.nsw.gov.au/pet-ownership

How does Identity Verification work?

The identity of the person making the online profile will be validated through a Document Verification Service (DVS). When you make a user profile your Driver's Licence, Medicare or Passport Number will be validated against the name and date of birth on these documents. Your Driver's Licence, Medicare or Passport Numbers are not stored in the NSW Pet Registry or on the DVS.

When I tried to create an account, the password didn't come through to my email?

Try checking your junk mail or spam folder for the email.

Claiming your pet – linking or connecting a pet to your owner profile

I don't know my pet's microchip number. What should I do?

The microchip number should be on your pet's vaccination, sterilisation certificate or other document provided by your vet.

Contact your vet or local council as they may be able to assist over the telephone in cases where you can provide information that clearly identifies you as the pet's owner.

You may need to make arrangements to have your pet scanned by a vet or a council ranger. They will be able to provide you with a *Verification of Existing Microchip Form* containing your pet's microchip number.

What if I cannot find my pet on the NSW Pet Registry?

There could be a range of reasons why you cannot find your pet on the NSW Pet Registry. In the first instance you should contact your local council for assistance.

If you believe your pet's microchip number has been incorrectly recorded in the NSW Pet Registry please contact your vet and have your pet scanned. They will be able to look up your pet's details on the NSW Pet Registry and, if the microchip number is wrong, give you a *Verification of Existing Microchip Form* to lodge at your local council. This will enable council to correct the information on the Registry, allowing you to claim your pet.

The 'Claim Pet' function does not work for me. What should I do?

Your pet's microchip number and ownership details must correspond with your details in order to match them to your online profile. Specifically, you must match the name and contact number you used when your pet's record was entered or updated in the NSW Pet Registry.

For example, Mr Mathew Smith is the owner of 'Jed' a Labrador cross. As the owner of 'Jed' is recorded as Matt Smith on the Registry, Mr Smith will not be able to claim 'Jed' to his profile.

If your profile details do not match the name and contact number on the Registry for your pet, you will need to update the Registration by completing an *update details form*, available at the 'Forms' tab at the bottom of the page on the website (or obtained from your local council) and lodge it with your local council.

You will also need to know your pet's microchip number.

If you are still not able to 'claim' your pet please call the NSW Pet Registry Technical Assistance Line on 1300 134 460 between 9:00am – 4:30pm Monday to Friday.

Registration information

What are the lifetime registration fees for pets?

All cats and dogs should be registered by six months of age. Registration fees are valid for the lifetime of each pet and do not need to be renewed each year. A list of current registration fees is available on the Office of Local Government website at <https://www.olg.nsw.gov.au/content/registration-fees>

Is there a charge for making an online payment?

A small charge of 0.40% is levied for online registration. This covers bank service transaction costs.

How can you tell if a pet's registration has been paid before you buy it?

All cats and dogs should be microchipped when you buy them, but the lifetime registration fees may not be paid. You can search on the NSW Pet Registry using a microchip number found in the advertisement or ask the seller for the registration certificate.

A registration certificate cannot be obtained until payment has been made. In NSW registration is a once off payment valid for the lifetime of the pet, which transfers between owners.

Transferring your pet to a new owner

What happens if a new owner does not 'accept' the pet?

A pet's details remain visible in the old owner's profile until the pet is claimed by the new owner. The status of a transferred pet changes from 'Home' to Home-Transfer' until the new owner claims the pet online. Once claimed the pet is removed from the old owner's profile and locked to the new owner's profile with status 'Home'.

You may wish to contact the new owner to remind them to claim their new pet online or contact a local council for assistance. Local councils can change the status of a pet in certain circumstances.

Owners should create profiles so their pets can be returned home if lost stolen or injured (refer to Section 2).

My dog is declared menacing, dangerous, or is a restricted breed. Can I transfer ownership?

No. Selling or giving away a dog that has been declared menacing, dangerous or restricted is prohibited under the *Companion Animals Act 1998* and penalties apply. Owners of these dogs should contact their local council for further information.

Updating your pet's details

How do I update my pet's record to show it has been de-sexed?

Your veterinarian and NSW councils are able to update the de-sexed status of a cat or dog.

Your local council will require your pet's microchip number and one of the following documents:

- The sterilisation certificate with the microchip number included on it
- A letter from the vet which includes the V number of the vet and the microchip number
- A statutory declaration
- A receipt for the cost of de-sexing.

It is important to have the de-sexed status of your pet updated on the NSW Pet Registry before you pay your life-time registration fee as discounts apply.

Can I upload a photo of my pet to the NSW Pet Registry?

Yes. Refer to Section 3.3 of this guide for further details.

How do I report my pet as missing or that he/she has passed away?

To report a missing pet online, the owner needs to update the pet's details using the 'update' link on the 'My Pets' page. The 'update' link can also be used to notify that your pet has passed away. Please refer to section 3.2 of this guide for further details.

Vets can also make these notifications on the NSW Pet Registry on your behalf.

I have been given a kitten/puppy, what do I need to do?

In NSW, all cats and dogs must be microchipped and the registration information entered on the NSW Pet Registry by 12 weeks of age or before being sold or given away, whichever happens first.

You'll need to know the microchip number to update the pet's details on the Registry. If you don't know the number or if it is not microchipped take the puppy or kitten to your vet.

To complete the registration of your pet you will need to update the ownership details and pay the once only lifetime registration fee. The registration fee is required to be paid by the time your pet reaches six months of age.

If your pet is already registered it is important to update the owner and contact details on the Registry. See section 3.1 of this guide for information on how to claim your pet online.

The NSW Pet Registry can be accessed at www.petregistry.nsw.gov.au. If you do not have access to a computer you can register your pet at your local council or ServiceNSW service centre.

Trouble Shooting

Why won't the NSW Pet Registry work on my computer?

The NSW Pet Registry has been developed to work on internet browsers Chrome, Firefox, Internet Explorer and Safari. However, the NSW Pet Registry website will not work on versions of Internet Explorer and Safari that are no longer supported by Microsoft, meaning you may have to switch browsers.

