



NSW Pet Registry User Guide

for

Veterinarians & Authorised Identifiers



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General Information

Registering a cat or dog in NSW

Microchipping

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 a 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 a 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.

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

Cat and Dog Breeders

Section 83M of the CA Act states that the Deputy Secretary, Local Government Planning and Policy (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.

The Breeder Identification Numbers start with the letter 'B' followed by 9 digits.

The owner of an animal that has a litter must be recorded on the NSW Pet Registry as the first owner of each animal in that litter.

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 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.

The OLG has created the a 'User Guide for Pet Owners and Breeders' to assist dog and cat owners to create an online profile. By creating a profile, owners can link their pet's microchip record which helps to 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

The success of the NSW Pet Registry is reliant on the quality of data entered onto the system.

It is important that microchip numbers are entered correctly on to the system. Incorrect numbers entered into the NSW Pet Registry may mean that a found animal cannot be returned to its owner as it will be impossible to locate the animal's details on the NSW Pet Registry.

Equally when entering details of the owner, please use the first and last name exactly as it appears on their Driver's Licence, Medicare card or Australian passport.

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.

In the event of the NSW Pet Registry being unavailable, identification information is to be recorded on approved forms available for download at www.olg.nsw.gov.au. Completed forms are to be forwarded to the local council for processing within 48 hours of implantation.

Please send any technical enquiries relating to the NSW Pet Registry to pets@olg.nsw.gov.au or speak to a team member by telephoning 1300 134 460 during business hours.

Section 2 – Veterinarians and Authorised Identifiers

Information contained in the Registry is governed by the CA Act. Section 89(1) of the Act states “*any information contained in, or acquired from, the Register is considered confidential information*”.

The Deputy Secretary may authorise access to the Register. Authorised users include relevant local council staff, veterinarians registered with the Veterinary Practitioners Board of NSW, Authorised Identifiers and Registration Agents.

These authorised users receive a username and password upon approval from the OLG. The password is an 8-digit alphanumeric password which should be changed when logging on to the NSW Pet Registry for the first time.

If you have lost your username and/or password, please call the NSW Pet Registry Help Desk on 1300 134 460 or email pets@olg.nsw.gov.au during business hours.

The Deputy Secretary may withdraw a person’s accreditation as an Authorised Identifier if satisfied that:

- the person is not qualified or competent, or
- the person has been negligent or incompetent; or
- the person has failed to comply with a requirement in, or made under, the legislation including the *Guidelines for Authorised Identifiers* (October 2001) available at www.olg.nsw.gov.au

Veterinarians and Authorised Identifiers must ensure that the pet owner understands the privacy statement on the NSW Pet Registry and/or identification form before collecting their personal information.

If an error is made, Veterinarians and Authorised Identifiers are now able to correct records for one month after the information has been entered into the NSW Pet Registry or until the animal is ‘linked’ and locked to the owner’s online profile. Any errors detected after this time must be corrected by a local NSW council.

2.1 How to log into the NSW Pet Registry

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

Step 2 Click '**Login**' located on the main menu.



Step 3 Go to the '**Login As**' field and select '**Authorised Vets/Authorised Identifiers**' from the drop-down list.

- *If you are a Veterinarian* - Enter your Veterinarian **Login ID** (this is your 'V number').
- *If you are an Authorised Identifier* - Enter your Authorised Identifier **Username** (this is your 'I number').

Enter your **Password**.

Click '**Login**'.

Login As Authorised Vets/Authorised Identifiers

Username Login Id

Password Password

Login

2.2 How to update your profile details

Step 1 Click '**Profile**' in the main menu.

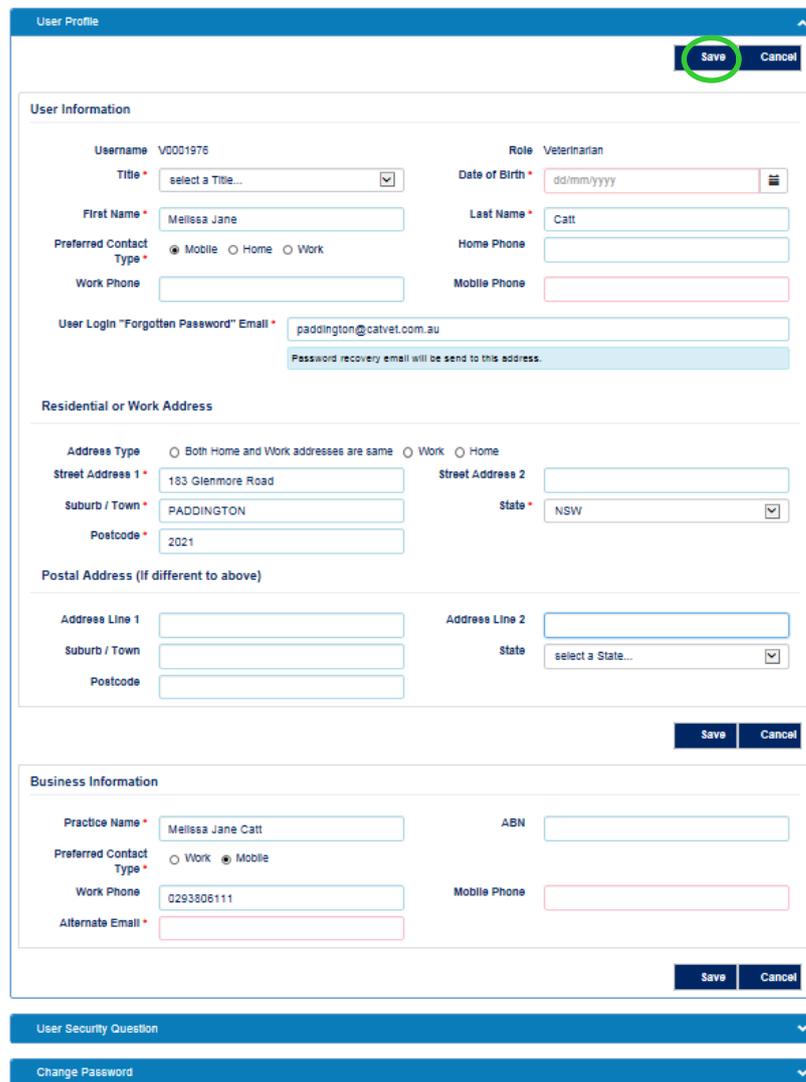


Step 2 Your personal contact details will appear on the next page.

Enter the updated information in the relevant section.

NOTE  It is important to use your personal email address and not a generic email address. E.g.: Mary@vets.com.au and **NOT** admin@vets.com.au

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



The screenshot shows the 'User Profile' form with the following sections:

- User Information:** Username (V0001976), Role (Veterinarian), Title (select a Title...), Date of Birth (dd/mm/yyyy), First Name (Melissa Jane), Last Name (Catt), Preferred Contact Type (Mobile selected), Home Phone, Work Phone, Mobile Phone, User Login "Forgotten Password" Email (paddington@catvet.com.au).
- Residential or Work Address:** Address Type (Both Home and Work addresses are same selected), Street Address 1 (183 Glenmore Road), Street Address 2, Suburb / Town (PADDINGTON), State (NSW), Postcode (2021).
- Postal Address (If different to above):** Address Line 1, Address Line 2, Suburb / Town, State (select a State...), Postcode.
- Business Information:** Practice Name (Melissa Jane Catt), ABN, Preferred Contact Type (Mobile selected), Work Phone (0293806111), Mobile Phone, Alternate Email.

Buttons for 'Save' and 'Cancel' are present at the end of each section and at the top right of the form.

A message will appear confirming the changes have been successfully saved.



The screenshot shows the 'User Profile' form with a green success message at the bottom: **User personal information saved successfully**. The 'Save' and 'Cancel' buttons are still visible at the top right.

2.3 How to update the answers to your security questions

Step 1 Click 'Profile' in the main menu.



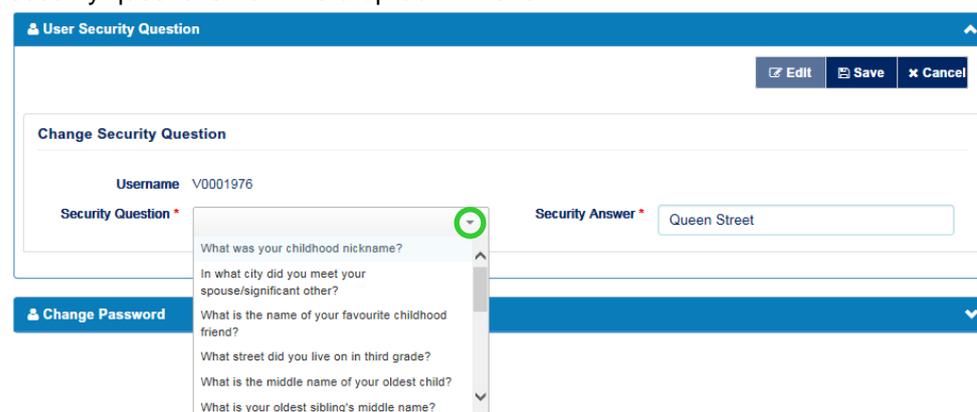
Step 2 Scroll down to the bottom of your profile page to 'User Security Question'. Click the arrow symbol on the right.



Step 3 Click 'Edit'.



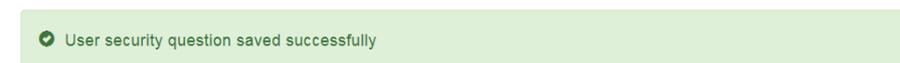
You can change the answer to your existing security questions or choose new security questions from the drop-down menu.



Step 4 Click 'Save' when you have finished.

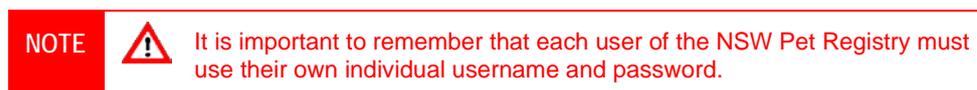


A message will appear confirming the changes have been saved successfully.



2.4 How to change your password

The NSW Pet Registry is designed to require the user to take responsibility for the information they access or enter into the NSW Pet Registry. Please refer to the **Guidelines for Authorised Identifiers** available at www.olg.nsw.gov.au for further information about user obligations regarding privacy and confidentiality.



Step 1 Click 'Profile' at the top of the page.



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



Step 2 Click 'Edit'.



Step 3 Enter your new password and confirm it by entering it again.



Step 4 Click 'Save' when you have finished.



A message will appear confirming the changes have been successfully saved.



NOTE	 If your new password doesn't work, this means your account is locked. Please call the NSW Pet Registry Help Desk on 1300 134 460 or email pets@olg.nsw.gov.au during business hours so that your account can be reset. The Help Desk will require your existing username to unlock your account.
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Section 3 – Pets

Microchip Information

The microchip number is a critical piece of information on the NSW Pet Registry.

For each animal that is microchipped, veterinarians and authorised identifiers are expected to enter the information directly into the NSW Pet Registry at or near the time of implantation, but no later than 48 hours after implantation.

It is important that microchip numbers are entered correctly on to the system. Incorrect numbers entered into the NSW Pet Registry may mean that a found animal cannot be returned to its owner as it will be impossible to locate the animal's details on the NSW Pet Registry.

ISO standard microchips are **15 digits** in length and all digits should be numeric. Alphabetical characters would indicate that the microchip is not ISO compliant. **If the microchip number is all numeric but less than 15 digits in length, please check that you have entered the number correctly.**

It is essential that all of the following animal information is entered into the NSW Pet Registry:

- Species
- Breed
- Date of Birth
- Gender
- Colour, and
- Address usually kept at

Handy
Hint



All data entry should follow conventional Title Case formatting i.e. Capitalisation of the first letter of proper titles (eg. Names of persons or animals, street names etc) and the capitalisation of the first word in new sentences.

For dogs, please ensure the specific breed is entered into the NSW Pet Registry. The entire list of breeds should be viewed to determine whether the relevant breed is listed (e.g. "Airedale Terrier" is not 'Australian Terrier'). Every effort has been made to list all breeds by their proper name in the drop-down menu. If a particular breed is not listed, then the breed should be entered as 'Other' and the name of the unlisted breed should be typed into the 'Identifying Marks' field.

Where the dog is a cross breed but only one breed is identified, the breed should be entered onto the NSW Pet Registry as a cross breed (e.g. 'Cross (terrier); 'Cross – Australian Kelpie').

For cats the following breed abbreviations are frequently used:

- DSH for domestic short hair
- DMH for domestic medium hair, and
- DLH for domestic long hair

For these records, the breed should be entered as 'Domestic' and the initials should be entered into the 'Identifying Marks' field.

The animal's **full date of birth**, if known, must be entered. If the full date of birth is not known, at least the year completed on the form must be entered into the NSW Pet Registry.

For example, if only the year and month are known, then enter '1' for the day along with the year and month provided (for example 1 September 2019).

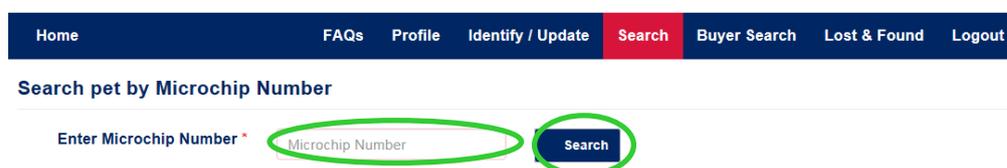
If only the year is known then '1 January' plus the year provided (for example, 1 January 2019) should be entered into the NSW Pet Registry.

3.1 How to search for a pet on the NSW Pet Registry

Step 1 Log into the NSW Pet Registry website at: www.petregistry.nsw.gov.au. Click 'Search' from the main menu at the top of the page.



Step 2 Enter the animal's microchip number then click 'Search'.



Veterinarians will be able to see all of the owners details (including all telephone numbers, secondary contact details and if a pet's registration is PAID/NOT PAID, using the search function.

Step 3 *If you are a Veterinarian* - The pet and owner information will appear on this page.

Search pet by Microchip Number

Enter Microchip Number *

Pet Information					
Pet Status	Home	Pet Ownership Status	Claimed	Microchipped Date	26/06/2018
Microchip Number	333111999222000	Name	Beatrice	Species	Dog
Date of Birth	17/01/2017	Breed	King Charles Spaniel	Registration Fees	NOT PAID
Desexed	No	Gender	Female		
Colour	Black, White & Tan	Out of Date	No		
Street Address	4 Beach Rd	Suburb / Town	COLLARROY		
State	NSW	Postcode	2097		
Identifying Marks					
Additional Comments					

Owner Information					
Title	Mrs	First Name	Helena	Last Name	Van Weiss
Preferred Contact Type	Mobile	Email	helenavan83@gmail.com		
Phone Number		Mobile Number	0408123123	Work Phone Number	
Secondary Contact Name	Not available	Secondary Contact Numbers	Not available		

If you are an Authorised Identifier – the pet information will appear on this page.

The screenshot shows the 'Search pet by Microchip Number' page. The search bar contains the number '000444333222111' and a red 'Search' button. Below the search bar is a 'Pet Information' table with the following data:

Pet Status	Home	Pet Ownership Status	Claimed	Microchipped Date	13/05/2019
Microchip Number	000444333222111	Name	Jasmine (test pet)	Species	Dog
Date of Birth	14/02/2019	Breed	West Highland White Terrier	Registration Fees	NOT PAID
Desexed	Yes	Gender	Female		
Colour	White	Out of Date	No		
Identifying Marks					
Additional Comments					

3.2 About Breeder Identification Numbers

The NSW Pet Registry will generate and assign Breeder Identification Numbers (BIN) to all existing and new pet breeders (this applies to both members and non-members of Recognised Breeder Associations). The number will start with a 'B' followed by 9 digits, for example B123456789.

The Breeder Identification Number will be displayed on the Pet Breeder's Profile Page. Pet Breeders should take their Breeder Identification Number with them when their litters are being microchipped.

Veterinarians and Authorised Identifiers can enter the Breeder Identification Number when they are creating pet records for newly microchipped cats and dogs. This will assist with the data entry function and **save time**.

Veterinarians and Authorised Identifiers should use the NSW Pet Registry when entering microchip information for litters rather than the Companion Animals Register (CAR).

This will ensure that litter information is retained (for example, details of the litter's mum) and is also important for improving the traceability of pet cats and dogs.

Microchip information entered into the CAR will not link with the details of the litter created by the breeder on the NSW Pet Registry.

Refer to Section 4 for further information on managing litter records.

3.3 How to create a microchip record for a single pet

(which does not belong to a litter)

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



Step 2 Enter the animal's microchip number then click 'Identify New'.

Identify / Update Details

Microchip Number

NOTE



ISO standard microchips are **15 digits** in length and all digits should be numeric. Alphabetical characters would indicate that the microchip is not ISO compliant.

If the microchip number is all numeric but less than 15 digits in length, please check that you have entered the number correctly.

Handy Hint



Did you know you can use a handheld USB bar code scanner to add the microchip number? Connect the bar code scanner to your computer via USB: hover the cursor over the microchip cell and scan the bar code from the microchip packet. It will populate the cell in the NSW Pet Registry.

Step 3 Enter the Owner/Breeder information.

NOTE



The owner of the animal is the owner at the time of microchipping. The first owner is always the breeder. Authorised Identifiers are not to enter contact details for the next owner, irrespective of whether a deposit or otherwise has been paid to the breeder for that animal.

If this pet is an offspring, please search for the mother's microchip number and create a litter and add an offspring or add an offspring to an existing litter.

Owner / Breeder Information

If the owner is a breeder, what is the Breeder Identification Number (this may be a breeder identification number or recognised member organisation number)?

Is the animal being identified an offspring of one of the owner's pets? Yes No

Title * First Name * Last Name *

Email

Preferred Contact Type * Mobile Home Work

Preferred Contact Number *

If the owner is a pet breeder you will need to complete the **Owner/Breeder Information** section.

- enter the **Breeder Identification Number** (please refer to Section 3.2. in this User Guide for more information about Breeder Identification Numbers).

- Answer the question 'Is the animal being identified an offspring of one of the owner's pets?'
- Click '**Populate Breeder**' to automatically enter the recorded details for that pet breeder. The animal will also be added to their profile.

If the pet owner does not have a Breeder Identification number, you can enter their details manually.

The owners first and last name needs to be entered exactly as it appears on their Driver's Licence, Medicare card or Australian passport, as one of these documents will be required to verify their identity. Only one person can be listed as the registered owner.

Step 4 Enter the pet information.

Handy Hint  All mandatory fields marked with a * will need to be completed before the record can be saved.

New! Tick this box if the animal you are identifying has already been microchipped outside NSW.

For more information about desexed status, refer to the instructions in section 3.6.

Pet Information

Pet Status: Home | Pet Ownership Status: New | Microchipped Date: dd/mm/yyyy

Microchip Number: 111111111111789 | Name: | Species: Dog

Microchipped outside NSW? | Date of Birth: dd/mm/yyyy | Breed: select a Breed... | -OR- Cross Breed: select a Cross f...

Colour: Enter Colour | Desexed: No | Gender: Male Female

Desexing Comments: Comments are mandatory where the desexed status is updated to 'not recommended up to 18 months' and 'not recommended for life'

Identifying Marks: Identifying Marks

Additional Comments: Put your Comments here

If Breeder Identification Number is provided then pet address will be populated with breeder address.

Street Address: | Suburb / Town: | State: select a State... | Postcode: |

NOTE  Do not enter PO Box numbers or property names in the address fields.

NOTE  If a particular breed of cat or dog is not listed, select the breed that best describes the animal. Alternatively, 'Other' can be selected and the breed noted in the 'Identifying Marks' field.

Step 5 Click '**Save**' when you have finished.

Identify / Update Details

Microchip Number

Search Result

The next page will display a message to advise you have successfully added the animal to the NSW Pet Registry.

Identify / Update Details

Microchip Number

✔ Pet details saved successfully for 333000222000110

NOTE  'Certificates of Identification' no longer exist and therefore are not required to be provided to the animal's owner. However, the veterinarian or authorised identifier is to provide the microchip number to the animal's owner.

3.4 How to correct a data entry error on a microchip record

(for a single pet which does not belong to a litter)

Please note that this function will only be available for pets that were added within the last 30 days and only if the owner has not linked their pet on the NSW Pet Registry.

NOTE  The microchip number cannot be amended by veterinarians. Please contact your local council if an error has occurred.

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



Enter the animal's existing microchip number and click '**Update Details**'

Identify / Update Details

Microchip Number

Step 2 Enter the correct information for the Owner/Breeder and the Pet.

Step 3 Click '**Save**' when you have finished.

Microchip Number

Search Result

A message will appear confirming the changes have been successfully saved.



3.5 How to update the pet status to 'Home', 'Missing' or 'Deceased' – *Veterinarian use only*

(Applicable to pets that have been linked online by their owners)

Step 1 Log into the NSW Pet Registry website at: www.petregistry.nsw.gov.au. Click 'Identify/Update' on the 'Home' page menu bar.



Enter the animal's existing microchip number and click 'Update Details'

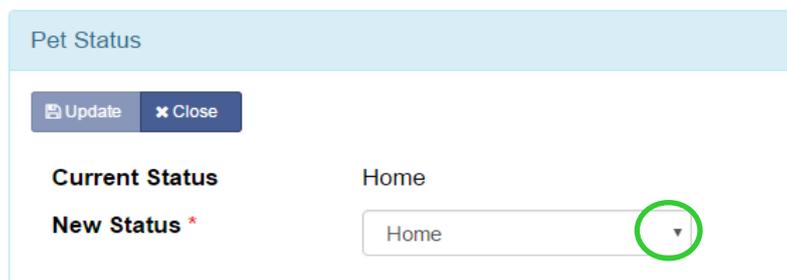
Identify / Update Details



Step 2 Click 'Edit'



Go to the 'Pet Status' field and click the drop-down menu in 'New Status'.



Choose one of the following options:

- Home
- Missing
- Deceased

Please note the fields marked with * must be completed.

Option 1 - Home

Pet Status

Update Close

Current Status Home

New Status * Missing

Date lost * 11/11/2016

Comments *

Option 2 – Deceased

Pet Status

Update Close

⚠ Contact owner before changing status. Deceased pets will be removed from the owner's profile.

Current Status Home

New Status * Deceased

Date died * 11/11/2016

Comments *

Option 3 – Missing

Pet Status

Update Close

✔ Pet status updated successfully.

Current Status Missing

New Status * Missing

Date lost * 11/11/2016

Comments * Cat went missing from home

Step 3 Click 'Save' when you have finished updating the pet status.

Microchip Number 773883993113223 Identify New Update Details

Search Result

Save Cancel

A message will appear confirming the changes have been successfully saved.

Microchip Number 773883993113223 Identify New Update Details

✔ Pet details saved successfully for 773883993113223

3.6 How to update the de-sexed status of a pet on the microchip record - *Veterinarian use only Updated!*

Vets are now able to update the desexed status of an animal after it has been registered, in addition to the current ability to update the desexed status of an unregistered animal.

The desexing not recommended functionality is now available for cats as well as dogs.

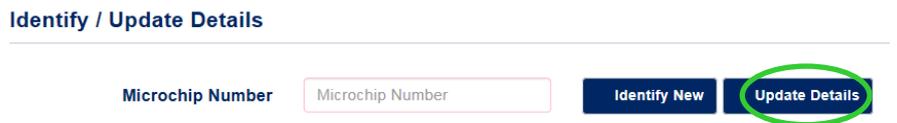
Note: vets must determine, in writing, whether they recommend an animal not be desexed, either for a specified time or for life, before the animal reaches the relevant desexing age (4 months for cats and 6 months for dogs).

For a registered animal (already flagged desexed not recommended up to 18 months):

Step 1 Log into the NSW Pet Registry website at: www.petregistry.nsw.gov.au. Click 'Identify/Update' on the 'Home' page menu bar.



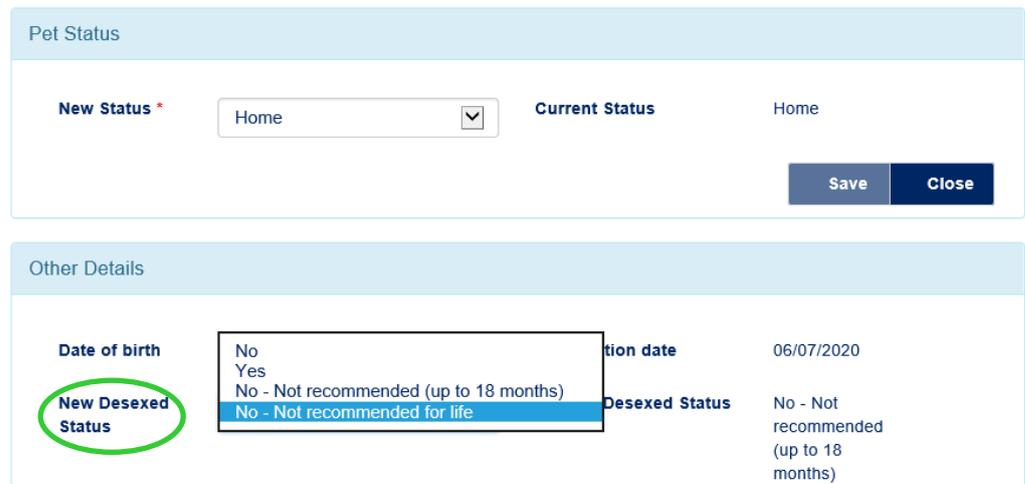
Enter the animal's existing microchip number and click 'Update Details'



Select 'Edit'.



Step 2 Go to the 'Other Details' section and click the drop-down arrow on the 'New Desexed Status' field

A screenshot of the 'Pet Status' and 'Other Details' sections. The 'Pet Status' section shows 'New Status' and 'Current Status' both set to 'Home'. The 'Other Details' section shows 'Date of birth', 'Registration date', and 'Desexed Status'. The 'New Desexed Status' dropdown menu is open, showing options: No, Yes, No - Not recommended (up to 18 months), and No - Not recommended for life. The 'New Desexed Status' label is circled in green.

Choose one of the following options:

- Yes
- No - Not Recommended for life

Option 1 – YES

NOTE  **New! From 1 July 2020 a date desexed must be entered. This is a mandatory field in order for the Registry to determine whether an annual permit is required for a cat.**

Other Details

Date of birth	22/11/2019	Registration date	06/07/2020
New Desexed Status	<input type="text" value="Yes"/>	Current Desexed Status	No - Not recommended (up to 18 months)
Date desexed *	<input type="text" value="06/07/2020"/>		
Out of Date	<input type="radio"/> Yes <input checked="" type="radio"/> No		

Option 2– Not recommended for life

Other Details

Date of birth	22/11/2019	Registration date	06/07/2020
New Desexed Status	<input type="text" value="No - Not recommended for li"/>	Current Desexed Status	No - Not recommended (up to 18 months)
Not Recommended Comments *	<input type="text" value="Put your comments here"/>		
Out of Date	<input type="radio"/> Yes <input checked="" type="radio"/> No		

A mandatory comment must be entered to explain the medical reason this option has been chosen.

NOTE  **If recommending that an animal not be desexed, either for a specified time or for life, due to serious health risks associated with the procedure, this must be completed before the animal is 6 months of age (in the case of a dog) or 4 months of age in the case of a cat). After this time, the owner will be required to pay the full registration fee and/or an annual permit.**

Step 3 Click **'Save'** when you have finished.

Other Details

A message will display confirming the changes have been successfully saved.

Other Details

Save Close

 Pet other details updated successfully.

The image shows a software interface for updating pet details. At the top, there is a light blue header bar with the text "Other Details". Below this, there are two dark blue buttons labeled "Save" and "Close". A green oval highlights a green notification bar at the bottom of the form, which contains a small circular icon with a plus sign and the text "Pet other details updated successfully."

For an unregistered animal:

Follow step 1 above.

Step 2 Go to the 'Other Details' section and click the drop-down arrow on the '**New Desexed Status**' field.

Note: the default desexed status of a newly identified animal is "no".

Other Details			
Date of birth	07/05/2020	Registration date	Not registered
New Desexed Status	<div style="border: 1px solid black; padding: 2px;"><p>No</p><p>Yes</p><p>No - Not recommended (up to 18 months)</p><p>No - Not recommended for life</p></div>	Desexed Status	No
Out of Date			

Choose one of the following options:

- Yes
- No – Not Recommended (up to 18 months)
- No - Not Recommended for life

NOTE		New! From 1 July 2020 a date desexed must be entered. This is a mandatory field in order for the Pet Registry to determine whether an annual permit is required for a cat.
-------------	--	---

NOTE: if you are updating a record on a different day to the day the sterilisation procedure took place, ensure that you update the 'date desexed' field with the correct date.

Other Details			
Date of birth	07/05/2020	Registration date	Not registered
New Desexed Status	<div style="border: 1px solid blue; padding: 2px;"><p>Yes</p></div>	Current Desexed Status	No
Date desexed *	<div style="border: 1px solid blue; padding: 2px;"><p>02/07/2020</p></div>		
Out of Date	<input type="radio"/> Yes <input checked="" type="radio"/> No		

If selecting either '**No – Not Recommended (up to 18 months)**' or '**No - Not Recommended for life**', a comment must be entered to explain the medical reason this option has been chosen.

NOTE		If recommending that an animal not be desexed, either for a specified time or for life, due to serious health risks associated with the procedure, this must be completed before the animal is 6 months of age (in the case of a dog) or 4 months of age in the case of a cat). After this time, the owner will be required to pay the full registration fee and/or an annual permit.
-------------	---	--

Other Details

Date of birth	<input type="text" value="No"/> <input type="text" value="Yes"/> <input type="text" value="No - Not recommended (up to 18 months)"/> <input type="text" value="No - Not recommended for life"/>	Registration date	Not registered
New Desexed Status		Desexed Status	No
Not Recommended Comments *	<input type="text" value="Put your comments here"/>		

Step 3 Click **'Save'** when you have finished.

Other Details

A message will display confirming the changes have been successfully saved.

Other Details

 Pet other details updated successfully.

Section 4 – Managing Litter records

4.1 How to add microchip numbers to offspring

(when the offspring information has been pre-entered by the Breeder)

Note: Breeders can pre-enter identifying information for each offspring before presenting the litter to a veterinarian for microchipping. Once the microchip is entered and saved on the Registry, the offspring's record cannot be edited or deleted.

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

Step 2 Click 'Identify/Update'.

Enter the **Mother's microchip number** then select 'Update Details'.

Home FAQs Profile **Identify / Update** Search Buyer Search Lost & Found Logout

Identify / Update Details

Microchip Number

The next page lists information in three sections:

- Owner/Breeder information
- Pet information
- 'My Litters' information

Step 3 Scroll down the page to the 'My Litters' section.

Note: the litter function is only available for mothers that have been linked to their owner.

Step 4 Click on the correct litter number e.g. Litter1, Litter 2 with the corresponding date of birth and each offspring for that litter will be displayed.

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: 9555588889999 Mother's Name: Remi Species: Dog Litter count: 1

Father's Microchip Number: Date of Birth: 31/07/2019 Status: Home

Number of Litters: 1 Number of offspring: 2

Litter 1 31/07/2019

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
31/07/2019	Female	Chihuahua (Smooth)		Tan		Olive			Edit	Remove
31/07/2019	Male	Chihuahua (Smooth)		Tan and white		Sunny			Edit	Remove

Step 5 Click 'Edit' for the relevant offspring to add the **microchip number**

Number of Litters: 1 Number of offspring: 2

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
31/07/2019	Female	Chihuahua (Smooth)		Tan		Olive		95555888881111		
31/07/2019	Male	Chihuahua (Smooth)		Tan and white		Sunny			Edit	Remove

- Step 6** Enter the **new microchip number** for the offspring.
Enter the **implant date** (format is dd/mm/yyyy).
Click 'Save'

The screenshot shows the 'Offspring Information' form with the following fields: Microchip Number (95555888881111), Implant Date (21/10/2019), Name (Olive), Gender (Female), Breed (Chihuahua (Smooth)), Cross Breed (Select a Cross Breed...), Colour (Tan), Identifying Marks, and Comments. The 'Save' and 'Close' buttons at the top right are circled in green.

The following message will be displayed 'Offspring updated successfully'.

The screenshot shows the 'Offspring Information' form with a green success message 'Offspring updated successfully' at the top, circled in green. The form fields are the same as in the previous screenshot.

- Step 7** Click '**Close**' and repeat **Steps 4, 5 and 6** to add further microchips to offspring.
Click '**Home**' to return to the home page.

4.2 How to create a litter and add offspring

(when the breeder has not pre-entered the offspring information)

The NSW Pet Registry User Guide for Owners and Breeders provides step-by-step instructions for breeders to pre-enter identifying information for each offspring, before presenting the litter to the veterinarian for microchipping.

However, in the event the offspring information has not been pre-entered by the Breeder, the following instructions provides step-by-step guidance of how to enter the litter details onto the Registry.

NOTE



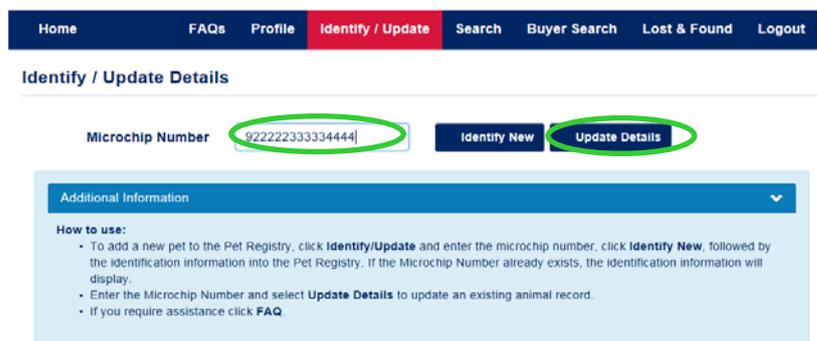
Once the microchip is entered and saved on the Registry, the offspring's record cannot be edited or deleted.

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

- Step 2** Click '**Identify/Update**'.



- Step 3** Enter the **Mother's microchip number** then select '**Update Details**'.



The next page lists:

- Owner/Breeder information
- Pet information
- 'My Litters' information

- Step 4** Scroll down the page to the '**My Litters**' section.

- Step 5** Enter the **father's microchip number** (if known)

Enter the **date of birth** of the litter (compulsory field)

Click 'Save and Add offspring'

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	92222333334444	Mother's Name	Sweety	Species	Dog	Litter count	1
Father's Microchip Number		Date of Birth *	01/07/2019	Status	Home		

Save and Add Offspring

Number of Litters: 1 Number of offsprings: 1

Litter 1	01/07/2019
----------	------------

Step 6 Enter the following information in the 'Offspring Information' screen:

- Microchip Number
- Name
- Gender (compulsory field)
- Breed (compulsory field)
- Cross Breed
- Colour (compulsory field)
- Identifying marks
- Comments

Step 7 Click 'Save' when finished.

Offspring Information

Add/Edit Offspring

• Implant Date is required when Microchip number is entered.

Microchip Number: 93333344444555

Implant Date: 30/08/2019

Name: Daphne

Gender: Male Female Unknown

Breed: Golden Retriever

Cross Breed: Select a Cross Breed...

Colour: Yellow

Identifying Marks: White top on tail

Comments:

Save **Close**

Step 8 The following message will appear. Click 'Close'.

Offspring Information

Add/Edit Offspring

Offspring has been saved and implanted successfully. Daphne

Microchip Number:

Implant Date: 30/08/2019

Name:

Gender: Male Female Unknown

Breed: Golden Retriever

Cross Breed: Select a Cross Breed...

Colour: Yellow

Identifying Marks: Identifying Marks

Comments:

Save **Close**

Select the correct litter e.g. Litter 1, Litter 2 or Litter 3 to display all offspring.

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

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: 9222233334444 Mother's Name: Sweety Species: Dog Litter count: 1

Father's Microchip Number: Date of Birth: 01/07/2019 Status: Home

Save and Add Offspring

Number of Litters: 1 Number of offsprings: 1

Litter 1	01/07/2019
----------	------------

The first offspring for Litter 1 born 1 July 2019 is microchip 9333344445555 for 'Daphne' is displayed below.

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: 9222233334444 Mother's Name: Sweety Species: Dog Litter count: 1

Father's Microchip Number: Date of Birth: 01/07/2019 Status: Home

Save and Add Offspring

Number of Litters: 1 Number of offsprings: 1

Litter 1 01/07/2019

Add Offspring

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
01/07/2019	Female	Golden Retriever		Yellow	White top on tail	Daphne		9333344445555		

Step 9 Click 'Add Offspring' to create a record for the next offspring in that litter.

Handy Hint  After clicking 'Save' you can immediately start entering the information for the next offspring. You do not need to exit the screen and start again.

Step 10 Click 'Home' when all offspring for the litter have been entered.

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

4.3 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 'Identify/Update'. Enter the **Mother's** microchip number then select 'Update Details'.

Home FAQs Profile **Identify / Update** Search Buyer Search Lost & Found Logout

Identify / Update Details

Microchip Number [Identify New](#) [Update Details](#)

The next page lists:

- Owner/Breeder information
- Pet information
- 'My Litters' information

Step 3 Scroll down the page to the 'My Litters' section and click on the relevant litter number, e.g. 'Litter 1'

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: 95555888889999 Mother's Name: Remi Species: Dog Litter count: 1

Father's Microchip Number: Date of Birth: Status: Home

[Save and Add Offspring](#)

Number of Litters: 1 Number of offsprings: 5

Litter 1 31/07/2019

[Add Offspring](#)

Step 4 Select the offspring to be updated and click 'Edit'

Litter 1 31/07/2019

[Add Offspring](#)

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
31/07/2019	Female	Chihuahua (Smooth)		Tan and cream		Pippy			Edit	Remove
31/07/2019	Male	Chihuahua (Smooth)		Cream		Tiny		9555588888333		
31/07/2019	Male	Chihuahua (Smooth)		Cream		Tiny		9555588888333		
31/07/2019	Female	Chihuahua (Smooth)		Tan		Olive		95555888881111		
31/07/2019	Male	Chihuahua (Smooth)		Tan and white		Sunny		95555888882222		

The offspring information screen will be displayed to allow changes to be made to the following fields:

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

Step 5 Click '**Save**' and the following message will be displayed 'Offspring updated successfully'.

Step 6 Click '**Close**'

Step 7 Click on the litter number to display each offspring and the changes made. In this example, **Litter 1** the offspring's name was changed from 'Pippy' to 'Pippi'

Litter 1		31/07/2019								
Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
31/07/2019	Female	Chihuahua (Smooth)		Tan and cream		Pippi			Edit	Remove
31/07/2019	Male	Chihuahua (Smooth)		Cream		Tiny		9555588886333		
31/07/2019	Male	Chihuahua (Smooth)		Cream		Tiny		9555588886333		
31/07/2019	Female	Chihuahua (Smooth)		Tan		Olive		9555588881111		
31/07/2019	Male	Chihuahua (Smooth)		Tan and white		Sunny		9555588882222		

4.4 How to delete a record 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 'Identify/Update'. Enter the **Mother's microchip number** then click 'Update Details'.

Home FAQs Profile **Identify / Update** Search Buyer Search Lost & Found Logout

Identify / Update Details

Microchip Number **Identify New** **Update Details**

The next page lists:

- Owner/Breeder information
- Pet information
- 'My Litters' information

Step 3 Scroll down the page to the 'My Litters' section and click on the relevant litter number, e.g. 'Litter 1'

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: 95555888889999 Mother's Name: Remi Species: Dog Litter count: 1

Father's Microchip Number: Date of Birth: dd/mm/yyyy Status: Home

Save and Add Offspring

Number of Litters: 1 Number of offsprings: 5

Litter 1 31/07/2019

+ Add Offspring

Step 4

Litter 1 31/07/2019

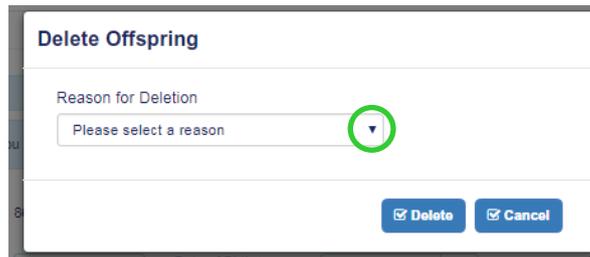
+ Add Offspring

Date of Birth	Gender	Breed	Cross	Color	Identifying Marks	Name	Comments	Microchip Number	Update	Remove
31/07/2019	Female	Chihuahua (Smooth)		Tan and cream		Pippi			Edit	Remove
31/07/2019	Male	Chihuahua (Smooth)		Cream		Tiny		9555588888333		
31/07/2019	Male	Chihuahua (Smooth)		Cream		Tiny		9555588888333		
31/07/2019	Female	Chihuahua (Smooth)		Tan		Olive		9555588888111		
31/07/2019	Male	Chihuahua (Smooth)		Tan and white		Sunny		9555588882222		

Step 5 Select a reason for deleting the offspring from the drop-down menu in the Delete Offspring screen. 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)



Delete Offspring

Reason for Deletion

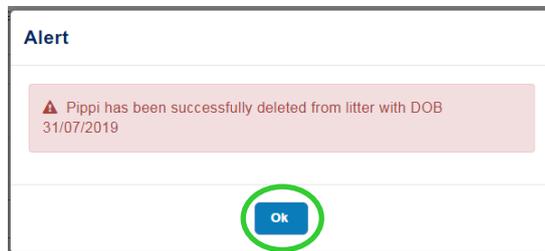
Please select a reason

Step 6 Select **'Delete'**. To confirm you wish to permanently delete this offspring, click **'Yes'**

Confirm

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

Step 7 A message confirming the offspring has been successfully deleted will be displayed. Click **'OK'**.



Alert

 Pippi has been successfully deleted from litter with DOB 31/07/2019

Section 5 – Buyer Search

Buying, selling and trading pets

The Breeder Identification Number, microchip number and rehoming body 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

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

The image shows a search form titled 'Search for information about a pet'. Under the heading 'Microchip Number', there is a text input field containing the placeholder text 'Add the Microchip Number' and a blue 'Search' button. Both the input field and the button are circled in green.

If the microchip record is listed in the NSW Pet Registry, the pet information will appear. Photos are optional and will only appear if the owner has provided one.

Search for information about a pet

Microchip Number

The image shows the search form with the microchip number '33311999222000' entered in the input field. A blue 'Search' button is visible to the right of the input field.The image shows the search results page. On the left, there is a photo of a King Charles Spaniel. On the right, there is a table titled 'Microchip Number Search Results' with the following information:

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**'.

Rehoming Organisation 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 generated by the NSW Pet Registry 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 Enter the Breeder Identification Number in the corresponding search field. Click **'Search'**.

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:

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

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

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

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.

The image shows a web form for reporting a found pet. It includes three input fields: 'Microchip Number *' (with a '(15 digits)' note), 'Pet Found Date *' (with a calendar icon and the date '26/03/2019'), and 'Phone Number *'. Below these fields is a checkbox labeled 'consent to my contact number being provided to the pet owner'. At the bottom, there are two buttons: 'Report' and 'Reset'. The 'Report' button is circled in green.

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

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 that has been 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 that has been 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

Can members of the public 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.

Registered breeders seeking the discounted registration fee will need to visit their 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.

The *NSW Pet Registry User Guide for Pet Owners and Breeders* provides step by step instructions for cat and dog owners to use the NSW Pet Registry.

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

The NSW Pet Registry has been developed to work on the internet browsers Chrome, Firefox, Internet Explorer and Safari. However, the NSW Pet Registry website will not work on older versions of Internet Explorer that are no longer supported by Microsoft. You may need to switch to a compatible browser for the purposes of using the NSW Pet Registry.

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

Please check your junk mail or spam, as the email sometimes get redirected by your mailbox to this location.

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

Please contact the NSW Office of Local Government at for assistance via email at pets@olg.nsw.gov.au or telephone 1300 134 460 between 9am and 4.30pm, Monday to Friday.

Adding a new pet

What if the registered breeder does not have a breeder ID number?

You can enter their details manually to add them as a normal pet owner and encourage them to make their own user profile.

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 on the NSW Land and Property Information Register.

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 or can be accessed at <http://www.olg.nsw.gov.au/public/dogs-and-cats/forms>

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.

Contact information for your nearest NSW local council is available on the Local Government Directory page of the Office of Local Government's website at <http://www.olg.nsw.gov.au/find-my-council>

APPENDIX A

Procedures for the use of hard copy companion animal forms

In the event that the Register is unavailable, identification information is to be completed on the prescribed Permanent Identification form (P1A).

Local councils will continue to accept hard copy forms in triplicate (multiple coloured sheets).

The authorised identifier must ensure that the owner understands the privacy information on the form. This step is essential and must be carried out before, collecting the owner's personal information.

If the animal's owner will not be present when the information is to be entered on the form, ask them to complete the animal details and owner details sections and sign the form beforehand.

The microchipping details section is to be completed and signed by the authorised identifier who implanted the microchip in the animal. The authorised identifier must supply his or her authorised identifier number issued by OLG. All questions in this section are compulsory.

The animal details and owner details sections of the form are to be completed by the animal's owner and this person must sign at the bottom right of the form. The questions relating to secondary address and secondary contact person are not mandatory and need not be completed.

The authorised identifier must ensure that a printed sticker with the microchip number is attached to each copy (yellow, pink and white) of the form and verify that the sticker number exactly matches the microchip number implanted in the animal.

The pink copy of the completed form is to be given to animal's owner at the time of identification.

The yellow copy of the completed form must be forwarded to the local council within 48 hours of identification. The form must be placed in a sealed envelope marked 'Confidential' and for the attention of the 'Animal Registration Officer'.

The authorised identifier and owner should check the information on the form for errors, as authorised identifiers are unable to alter records processed by a local council. Any corrections must be made by a local council.

Authorised identifiers must ensure, as far as is possible, that the information sent to the local council is protected against loss, unauthorised access, use, alteration, disclosure or misuse during transit.

Please ensure that you send any paper forms to the correct local council. A list of NSW local councils and their contact details is available on OLG's website at www.olg.nsw.gov.au.

Before sending the information to the council, please ensure that you have:

- checked for accuracy and completeness;
- completed and signed the microchipping details section;
- provided your authorised identifier number; and
- attached a printed sticker with the microchip number to each copy of the form.