Companion Animals Register

Navigating the changes for 2 July 2024

A guide for councils on what to expect

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What are the Changes for 1 July 2024
Summary of Changes for the Companion Animals Register (CAR) web application

Fee changes for 1 July 2024- 30 June 2025 with CPI Increases

- Registration Fee CPI Increase
- Late Fee CPI Increases
- Annual Permit Fee CPI Increase (for cats)
- Additional Fee CPI Increase (new for undesexed dogs) – can be paid separately)

Additional Fee Menu Options

- Apply Additional Fee
- Remove Additional Fee (** If applied by your council)

Additional Fee Messaging

- New Site Messaging: Assisting Councils with Additional Fee Requirements for not desexing your dog by 6 months.
- Display of additional fee fields and across the CARs lookup and summary screens and key areas.
- Display of additional fee fields and requirements to all certificates.
- Inclusion of messaging and additional fee receipt details changes to Identification and Registration certificates

Certificate Changes

- Addition of Mothers Microchip Number
- Addition of Breeder Identification Number
- Aligning the Logo with NSW Pet Registry. Change in Logo and Title

Correction of Registration

- Breeder Support – where a breeder has chosen to retain their animal for recognised breeding purposes after paying registration at 12 weeks. Ability to councils to change registration type to breeder when paid online.

Improve Data Entry and Drive for Improved Data Quality aligned with eRegister

- Validation Changes
- Confirmation of change of ownership
- Mandatory fields enforced for Pet Name .
- At least one contact number must provide at least one contact phone number for owners.
- Pet Name limited to certain valid characters
- Pet Colour limited to characters and dashes
- Addition of Mother Microchip Number to Identification , Registration and Identification and registration functions
- Addition of BIN number

Identification - Prefill by Litter

- Support for streamlined identification process by prefilling data from information entered by a vet.
- New functionality to allow councils to prefill an animal from information that was entered by a Vet or Implanter.

Vets can no longer login to the CAR from 1 July 2024

- Access will be limited only to the Online Pet Registry

1. Fee Changes

➢ Registration for dogs and cats is now required to be paid at 12 weeks of age or upon an animals first transfer. An additional fee payment is necessary in cases where an owner does not desex their dog by 6 months of age or an annual permit is required for a cat not desexed by the relevant age of 4 months.

➢ Effective July 1, 2024, fee changes will be implemented to meet with legislative requirements. The revised fees will include updates and CPI increases in the following categories: registration fees, permit fees, and additional fees (a new addition). Late fees for these categories will also experience increases.

Registration and Permit Fees

Registration and Permit fee changes from 1 July 2024 are outlined below:

Please ensure evidence of desexing, pensioner eligibility, and approved breeder status is sighted for the required registration types. The date of desexing should be updated for desexed animals.

Note: Registration fees are due at 12 weeks of age. A late fee is applicable if registration is not paid within 28 days after the registration requirement. An additional fee or permit payment is due at 6 months of age if the animal was not desexed at the relevant age

Registration Category	Registration Description	Species	Registration Fee Fee	Fee with Late Fee
Dog - Registration	Registration fee for dogs at 12 weeks of age or when first transferred.	Dog	$78.00	$100.00
Dog - Registration including additional fee	Combined registration fee and additional fee for a dog not desexed by the relevant desexing age of 6 months	Dog	$262.00	$284.00
Dog - Registration (sold by pound/shelter)	Desexed dog sold by an eligible pound/shelter	Dog	$0	$0
Dog - Registration (eligible pensioner)	Animal owned by an eligible pensioner	Dog	$34.00	$56.00
Dog - Registration (recognised breeder)	Animal not desexed and kept by a recognised breeder for breeding purposes	Dog	$78.00	$100.00
Dog - Registration Not Recmd	Registration fee for dogs at 12 weeks of age for animal with written notification from a vet that it should not be desexed	Dog	$78.00	$100.00
Dog - Registration Not Recmd (eligible pensioner)	Animal owned by an eligible pensioner with written notification from a vet that it should not be desexed	Dog	$34.00	$56.00
Dog - Service of the State	Dog in the service of the State, for example, a police dog	Dog	$0	$0
Dog - Working	Working dog	Dog	$0	$0
Assistance Animal	Animal under 6 months of age training to be an assistance animal, for example, a guide dog	Dog/Cat	$0	$0
Cat - Registration Desexed or Not Desexed	Registration fee - for cats at 12 weeks	Cat	$68.00	$90.00
Cat - Registration (eligble pensioner)	Animal owned by an eligible pensioner	Cat	$34.00	$56.00
Cat - Registration Desexed (sold by pound/shelter)	Desexed cat sold by an eligible pound/shelter	Cat	$0	$0
Cat - Registration Not Recmd (eligible pensioner)	Animal owned by an eligible pensioner with written notification from a vet that it should not be desexed	Cat	$34.00	$56.00
Cat - Registration Not Recmd	Animal with written notification from a vet that it should not be desexed	Cat	$68.00	$90.00
Cat - Registration (recognised breeder)	Animal not desexed and kept by a recognised breeder for breeding purposes	Cat	$68.00	$90.00
Registration late fee	A late fee is applicable if a registration is not paid for by 28 days after the registration requirement.	Dog/Cat	$22.00	$22.00
Additional Fee	Additional fee is due if the animal is not desexed by 6 months.	Dog	$184.00	$206.00

Annual Permit fees from 1 July 2024 to 30 June 2025
An additional $22 Late fee is applicable if a permit is not paid for by 28 days after the permit requirement took effect.

Permit Type	Permit Description	Permit Fee	Permit Fee with Late Fee
Undesexed Cat	Cat not desexed by 4 months of age	$96	$118
Dangerous Dog	Dog declared to be dangerous	$230	$252
Restricted Dog	Dog declared to be a restricted breed or restricted by birth	$230	$252

** awaiting fees to be officially gazetted

2. Additional Fees

➢ Annual permits were introduced in July 2020 for dangerous and restricted dogs and for cats that were not desexed by 4 months of age.

➢ In a move to implement existing legislation requirements, starting from July 1, 2024, the register will support the payment of a dog's registration fee by the age of 12 weeks or upon its first transfer. An additional fee will be due at 6 months if the owner does not desex their dog by that age.

➢ The CAR will provide three new functions to support the management of additional fees. Depending on the role will depend on the access to a function.

New Menu Options

Access to Menu Functions by Role

The following screens illustrate the menu options now available in the
Companion Animals Register for each role for council and registration agents.
The role will depend on the access made available each of the functions.

Level 3 - Council Manager

notices | fees | **menu** | bottom

Identification and Registration

Animal Identification - Prefill From Litter | Animal Identification and Registration

Animal Identification Only | Animal Registration - Apply Additional Fee

Animal Registration - Remove Additional Fee | Animal Registration Only

Annual Permit - Issue or Renew an Annual Permit | Annual Permit - Remove an Annual Permit

Certificate - Reprint | Change Details

Correct or Remove a Registration | Death of Animal

Missing Animal | Pound / Shelter Animal

Level 1W - Registration Agents

notices | fees | **menu** | bottom

Identification and Registration

Animal Identification - Prefill From Litter | Animal Identification and Registration

Animal Identification Only | Animal Registration - Apply Additional Fee

Animal Registration Only | Annual Permit - Issue or Renew an Annual Permit

Certificate - Reprint | Change Details

Death of Animal | Missing Animal

Pound / Shelter Animal

Level 2 - Council Data Entry and Enforcement

notices | fees | **menu** | bottom

Identification and Registration

Animal Identification - Prefill From Litter | Animal Identification and Registration

Animal Identification Only | Animal Registration - Apply Additional Fee

Animal Registration Only | Annual Permit - Issue or Renew an Annual Permit

Certificate - Reprint | Change Details

Death of Animal | Missing Animal

Pound / Shelter Animal

Level 1C - Council Data Entry

notices | fees | **menu** | bottom

Identification and Registration

Animal Identification - Prefill From Litter | Animal Identification and Registration

Animal Identification Only | Animal Registration - Apply Additional Fee

Animal Registration Only | Annual Permit - Issue or Renew an Annual Permit

New Site Messaging

Assisting Councils with Additional Fee Requirements

- With the changes to align registration with the legislation, registration will be charged at 12 weeks. If not desexed by 6 months(for a dog), an **additional** fee is due.

- Messaging has been added across the site to assist councils and registration agents in determining the requirement to pay an additional fee.

- Additional fee message will display for a dog that has the requirement to pay an additional fees for not being desexed by relevant age. It provides relevant information such as registration due dates, the date the additional fee was date due and indicates if a late fee applies.

- Inclusion of messaging and additional fee receipt details changes have been added to and appear on Identification and Registration certificates, animal search and also in summary areas and will appear with registration information

Animal Registration - Apply Additional Fee

Applying an additional fee for an undesexed dog. Where and how is this applied?

In the CAR, additional fees for dogs can be paid
a) with registration OR b) after registration

- Animal Identification and Registration
- Animal Registration Only
- Animal Registration - Apply Additional Fee

Initially owners will not be able to pay the additional fee through the online eRegister, with this feature planned for release later in 2024. Until that time, the additional fee will need to be paid at council.

A) PAID WITH REGISTRATION

Animal Registration
Main Menu | User Manual | Change Password | Logout
Step 2 of 2 - Registration Details
Please Note: Confirm Yes or No under 'Owner details' if the changes include a change in ownership.

Registration Details
Registration Type: Dog - Registration including Additional Fee ($262.00)
☐ Include old registration types
Receipt Number: D72384234
Date Receipt Issued: 1 May 2024
Receipt Issued By: Blacktown City Council
Registration Fee Amount: 262.00
Late Fee Amount: 0.00
Total Amount Paid: 262.00
Desexed: ● Yes ○ No
If desexed is yes, date desexed and proof of desexing is required. Please select the document type provided by owner.
Date Desexed: May 2024
Desexing Document Type: Please Select...

Registration Details
Registration Type: Dog - Registration including Additional Fee ($262.00)

- Assistance Animal ($0.00)
- Dog - Registration ($78.00)
- Dog - Registration (eligible pensioner) ($34.00)
- Dog - Registration (eligible pensioner) with Late Fee ($56.00)
- Dog - Registration (recognised breeder) ($78.00)
- Dog - Registration (recognised breeder) with Late Fee ($100.00)
- Dog - Registration including Additional Fee ($262.00)
- Dog - Registration including Additional Fee with Late Fee ($284.00)
- Dog - Registration Not Recmd ($78.00)
- Dog - Registration Not Recmd with Late Fee ($100.00)
- Dog - Registration Not Recmd (eligible pensioner) ($34.00)
- Dog - Registration Not Recmd (eligible pensioner) with Late Fee ($56.00)
- Dog - Registration with Late Fee ($100.00)
- Exempt Greyhound-Racing Act ($0.00)
- Working Dog ($0.00)
- Jul 2023-Jun 2024 Dog - Desexed by relevant age ($75.00)
- Jul 2023-Jun 2024 Dog - Desexed by relevant age (Pensioner) ($32.00)
- Jul 2023-Jun 2024 Dog - Desexed by relevant age with Late Fee ($96.00)
- Jul 2023-Jun 2024 Dog - Desexed by relevant age (Pensioner) with Late Fee ($53.00)

This is particularly important for older animals where both the registration and additional fee are due at the same time come the 1 July 2024.

A) PAYING THE ADDITIONAL FEE – WITH REGISTRATION

➤ Paying the registration and additional fee simultaneously is carried out in the same manner as usual, through the Animal Registration Only or Animal Identification and Registration functions.
➤ **Simply select the combined Dog-Registration including Additional fee registration type.**

B) PAYING THE ADDITIONAL FEE – AFTER REGISTRATION

➤ When paying the additional fee registration, utilise the "Animal Registration - Apply Additional Fee" menu option. Councils should select the fee type, enter the receipt number, and click "Next." Upon completion, a certificate will be generated at the end of the process, which includes the additional fee receipt.

Late fees still apply to both the registration and the additional fee after 28 days

B) PAID AFTER REGISTRATION

Animal Registration - Apply Additional Fee
Main Menu | User Manual | Change Password | Logout

⚠ Animal was registered on 20/05/2024. Additional fee is required, dog was not desexed by relevant age of 05/06/2023 late fees apply.

Animal Details:
Microchip Number: 991003002093014
Registration Status: Registered
Registration Type: Dog - Registration
Name: Pup 5
Species: Dog
Breed: Dachshund Rabbit (Smooth)
Animal Status: Home
Date of Birth: 05 Dec 2022
Desexed: No
Additional Fee Status: Animal was registered on 20/05/2024. Additional fee is required, dog was not desexed by relevant age of 05/06/2023 late fees apply.
Due Date: 05 Jun 2023. *Pay by 03 Jul 2023*

Additional Fee:
Please complete the details below and click 'Next' to Record the additional payment. All fields must be completed. A late fee applies if payment is not made by the 'Pay by Date'. This is 28 days after the 'Additional Fee Due Date'.

Fee Type: Additional Fee - Not Desexed By Relevant Age with Late Fee($206.00)
Council Issuing Receipt: Blacktown City Council
Receipt Issued Date: 20 May 2024
Receipt Number:

Where owners have paid their registration and the additional undesexed fee is now due.

Animal Registration – Remove Additional Fee

Removing an additional fee

Steps to Remove an Additional Fee

Additional Fee Removal
Main Menu | User Manual | Change Password | Logout

Step 2 of 2 - Enter Removal Details

An additional fee payment should only be removed in cases where it has been incorrectly applied (data entry,dishonoured,duplicate fee or in special circumstances with special approval by council)

Please note: When you remove the fee, a refund will be recorded in all cases except for removals using reason type 'Other'. This will not trigger a refund.

Microchip Number:	574444444444444
Name:	Refonzo - Black
Species:	Dog

Registration Details

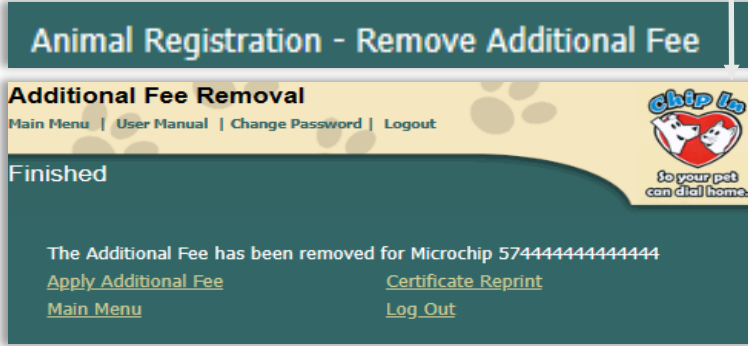|	
Registration Type:	Dog - Registration with Late Fee
Registration Issued By:	NSW Division of Local Government
Receipt Issued Date:	01 May 2024
Receipt Number:	D445454545
Receipt Fee:	$100.00

Additional Fee Details:
Additional Fee Receipt Details

Fee Transaction Id	5
Issued By	Blacktown City Council
Receipt Issued Date	12 May 2024
Fee	184.00
Late Fee	0.00
Fee Total	184.00

Additional Fee Removal:
Reminder 'Reason Removed' type other - no refund will be recorded

Reason Removed:	
Ref Number	
Comments:	

Remove   Cancel

Cancel   Previous   Next   Finish

1. When removing an additional, utilise the "Animal Registration - Remove Additional Fee" menu option.
2. Councils should select the **Reason for Removal, enter the Reference Number and add comments,** and click "Remove"
3. Once the Remove is complete a message will appear to indicate the fee has been removed.

Animal Registration - Remove Additional Fee

Additional Fee Removal
Main Menu | User Manual | Change Password | Logout

Finished

The Additional Fee has been removed for Microchip 574444444444444

Apply Additional Fee   Certificate Reprint
Main Menu   Log Out

Note: All additional fees paid **with registration** must be removed using the correct or remove registration function as it is one payment.

Additional Fee Summary

- The removal of an Additional fee is accessible to Council Level 3 users only, and it can only be executed for additional fees that were applied by your council.

- Removal of an additional fee is only permissible in the following cases:
  - Incorrect application (e.g., data entry errors, dishonoured payments, duplicate fees).
  - Special circumstances with prior approval from the council.

- Only the council that issued the additional fee has the authority to remove it.

- The Additional Fee will record a refund and show up in a new Additional Fee Financial report.

Animal Registration –Additional Fee Exemptions

Applying for an additional fee exemption

In what cases can an exemption be requested for an owner?

The ability to apply for an additional fee exemption is available by request to the Office of Local Government (OLG).

Additional fee exemptions are applied on a case-by-case basis in the following circumstances:

- Dog was desexed late prior to 1 July 2020 - must be now desexed (eg Vet) or the date of birth is unknown.
- Dog is an interstate animal now residing in NSW and not registered in NSW until recently.
- Owner unable to register in time due to online and council limiting services.
- Dog released from a rehoming organisation and not desexed where the exemption existed.
- Request by Council - Details of request must be supplied.

Careful consideration is taken for requested exemptions.

Please note an exemption cannot be applied to dangerous or restricted dogs.

3. Certificate Changes

- Display of additional fee fields and requirements to all certificates.

- Inclusion of messaging and additional fee receipt details changes to identification and registration certificates

- Addition of Mothers Microchip Number

- Addition of Breeder Identification Number

- Aligning the Logo with NSW Pet Registry.

- Change in Logo and Title to NSW Pet Registry

Certificates - Branding
Aligning Certificates with NSW Government Branding

NSW Pet Registry
Certificate of Identification
Issued in accordance with section 72 of the NSW Companion Animals Act 1998

Microchip Information

Authorised Identifier No:	V0006621	Microchip No:	990164002106685
Date of Implantation:	01 May 2024	Animal Status:	Home
Breeder Identification No:	B000735030	Mothers Microchip No:	920164002106611

Owner Details

Owner Name:	Mr Peter Smith
Residential Address:	11 Smith Street
	PARRAMATTA
	NSW 2150
Home Phone:	021212122121
Work Phone:	0445445454
Mobile Phone:	0414535680
Email address:	

Animal Information

Name:	Refonzo - Green	Species:	Dog
Breed:	Afghan Hound		
Date of birth:	01 January 2024	Gender:	Male
Desexed:	Unknown	Colour:	black
Identifying marks:	white paws. Big Nose		
Address usually kept:	11 Smith Street		
	Parramatta		
	NSW 2150		
Secondary Address:			

NSW Pet Registry
Certificate of Registration
Issued in accordance with section 72 of the NSW Companion Animals Act 1998
Record updated on 12 May 2024.

Microchip Information

Authorised Identifier number:	V0001927	Microchip No:	574444444444444
Date of Implantation:	01 May 2023	Animal Status:	(None)
Breeder Identification No:	B0100060520	Mothers Microchip No:	895555555555555

Registration Details

Registration Type:	Dog - Registration with Late Fee		
	Additional fee paid 12 May 2024		
Date of Registration:	12 May 2024	Receipt No:	D445454545
Date Receipt Issued:	01 May 2024	Amount Paid:	$100.00
Receipt Issued By:	NSW Division of Local Government		

Owner Details

Owner Name:	Robert Jackson
Residential Address:	11 Smith Street
	PARRAMATTA 2150
Home Phone:	
Work Phone:	
Mobile Phone:	0414589652
Email address:	rob.jackson@test.com

Animal Information

Name:	Refonzo - Black	Species:	Dog
Breed:	Afghan Hound		
Date of birth:	01 January 2023	Gender:	Unknown
Desexed:	No	Colour:	White and Black
Identifying marks:	test 574444444444444		
Address usually kept:	11 Smith Street		
	PARRAMATTA 2150		
Secondary Address:			

Residential Address

Robert Jackson
11 Smith Street
PARRAMATTA 2150

What has Changed?

- ✓ The chip-in logo has been replaced with the NSW Government logo.

- ✓ The logo appears on the left.

- ✓ The Title of the certificate has been updated to the NSW Pet Registry and the older Companion Animals Register title no longer is present.

Certificates – Display before and after additional fee is applied

Display of Additional Fee and changes

Certificate 1 (Before)

NSW Pet Registry
Certificate of Registration

Issued in accordance with section 72 of the NSW Companion Animals Act 1998

Record updated on 12 May 2024.

Animal was registered on 12/05/2024. Additional fee is required, dog was not desexed by relevant age of 01/07/2023 late fees apply.

Microchip Information

Authorised Identifier number:	V0001927	Microchip No:	574444444444444
Date of Implantation:	01 May 2023	Animal Status:	Home
Breeder Identification No:	B0100060520	Mothers Microchip No:	895555555555555

Registration Details

Registration Type:	Dog - Registration with Late Fee		
Date of Registration:	12 May 2024	Receipt No:	D445454545
Date Receipt Issued:	01 May 2024	Amount Paid:	$100.00
Receipt Issued By:	NSW Division of Local Government		

Owner Details

Owner Name:	Mr Robert Jackson
Residential Address:	11 Smith Street PARRAMATTA NSW 2150
Home Phone:	
Work Phone:	
Mobile Phone:	0414589652
Email address:	rob.jackson@test.com

Animal Information

Name:	Refonzo - Black	Species:	Dog
Breed:	Afghan Hound		
Date of birth:	01 January 2023	Gender:	Male

Certificate 2 (After)

NSW Pet Registry
Certificate of Registration

Issued in accordance with section 72 of the NSW Companion Animals Act 1998

Record updated on 12 May 2024.

Microchip Information

Authorised Identifier number:	V0001927	Microchip No:	574444444444444
Date of Implantation:	01 May 2023	Animal Status:	(None)
Breeder Identification No:	B0100060520	Mothers Microchip No:	895555555555555

Registration Details

Registration Type:	Dog - Registration with Late Fee		
	Additional fee paid 12 May 2024		
Date of Registration:	12 May 2024	Receipt No:	D445454545
Date Receipt Issued:	01 May 2024	Amount Paid:	$100.00
Receipt Issued By:	NSW Division of Local Government		

Microchip Information

Authorised Identifier number:	V0001927	Microchip No:	574444444444444
Date of Implantation:	01 May 2023	Animal Status:	(None)
Breeder Identification No:	B0100060520	Mothers Microchip No:	895555555555555

Secondary contact person details

Name:	
Home Phone:	
Work Phone:	
Mobile Phone:	

Additional Fee Payment Details

Additional Fee Type:	Additional Fee - Not Desexed By Relevant Age		
Applied Date:	12 May 2024	Additional Fee:	$184.00
Date Receipt Issued:	12 May 2024	Late Fee:	$0.00
Receipt number:	BTR3938485		
Receipt Issued By:	Blacktown City Council	Amount Paid:	$184.00

What to Expect

1. No message will display after additional fee has been paid

2. The additional fee payment message including payment date is displayed with registration

3. Additional fee receipt details are displayed down the bottom

4. Correcting Registrations

➤ There will be 2 main features in the Correction of registration function from 1 July 2024.

➤ The introduction of Additional fees means that a registration cannot be removed until the additional fee has first been removed for cases where it has been paid after registration.

➤ Support for council to change a registration paid online for an animal kept as a breeding animal.

➤ With the change for the registration requirement to be paid at 12 weeks, there will be cases where a breeder decides to keep their animal as a breeding animal and the registration type will need to be changed to reflect that. Council will be able to carry this out for a breeder.

Correct Registration
End User - Correct or Remove a Registration Changes

Messaging

Message will display for additional fees if

- 1) If an additional fee doesn't exist and applies

- 2) If an additional fee exists

a. Then the additional fee must be removed before   you can remove a registration.

b. In this case the 'Remove' button is disabled

Additional Fee Removal

- **Combined with Registration**

  If the additional fee has been paid as part of the combined registration there is no change. You may correct and remove a registration as normal.

- **Pay after Registration**

  If the additional fee has been paid after registration, then it can only be removed using the removal additional fee function.

Correct Registration

Breeder support at Council – Enabling Councils

Breeder Support – what to do when a breeder has chosen to retain their animal for recognised breeding purposes after paying registration at 12 weeks.

Overview

Please note that registrations issued through the **online Pet eRegister** cannot be corrected or removed at council, except in cases where a breeder has chosen to retain their animal for recognised breeding purposes.

In such instances the following applies:

- The original registration must be a standard 12-week registration type or breeder registration type. Both are allowed in case council make an error and need to set it back to the original registration.
- the registration must be modified to the breeder registration type of equivalent value.
- whilst council now can have the ability to change this for online eRegister registrations the receipt will remain with the originating council.
- the registration cannot be removed, and the button is disabled.
- If there is any variation in the amount council must reach out to Companion Animals

Message – Registrations made on the online eRegister
Message will display indicating that council can make this change for a registration paid online.
Menu options will now become available.
Click on Correct or Remove a Registration

- To support this change the Registration type drop down will have a only registration types for standard and breeder registrations, for the given species that are available from 1 July 2024
- All key registration details will remain the same.
- All corrections will be logged with the user and will appear in the transaction search

OLG will continue to have full ability to correct any registration for any council

5. Other enhancements and changes

- **Support for New eRegister**
  - New forms will replace the old paper forms.
  - Addition of Mother Microchip Number to Identification , Registration and Identification and registration functions
  - Addition of BIN number
- **Extending Functionality and Improvements**
  - Identification by Litter
  - Enabling councils - a breeder has chosen to retain their animal for recognised breeding purposes after paying registration at 12 weeks online. Ability for council to make this change correction.
  - Filtering by Species for Registration Types
  - Page Navigation Considerations
  - Confirmation of change of ownership

- **Validation Changes**
  - Mandatory fields enforced for Animal Name and Colour
  - At least one contact number must provide at least one contact phone number for owners.
  - Pet Name limited to certain valid characters
  - Pet Colour limited to characters and dashes
- **Certificate Branding**

Identification and **Identification** and Registration Screen Changes

Improving data quality and field validation

Identification , Identification and Registration, Registration

At least one contact (preferably mobile) is required to be entered.

- Whilst email address is not mandatory it is encouraged to be entered to assist in linking an online profile to their animal.

- **Validation Checks and Improving Data Quality**

  > Animal Name can contain spaces, hyphens, full stops, and Parenthesis.

  > Animal Name cannot be blank.

  > Colour can only contain alphabetic characters, spaces, dashes and

Change Details Screen

Change Details -Screen changes - new fields, adjustments and validation changes

New forms design and new fields

The new **Permanent identification P1A** forms now contains two new fields.

➢ Mother Microchip Number
➢ Breeder Identification Number (BIN)
➢ These fields have been introduced in the CAR and will support the capture of data and display of data.
➢ The display of these fields has been integrated alongside existing authorised identifier information across the site, including on certificates.
➢ Populating these fields is restricted to the **Identification or Identification and Registration functions.**

Improving Data Quality

Additional Validation checks on data entry to ensure
➢ Animal Name can contain spaces, hyphens, full stops, and Parenthesis.
➢ Animal Name cannot be blank
➢ Colour cannot be blank

Confirming Change of Ownership

• When completing a **Change of Details** or **Registration** using these functions**.**
• Confirmation of 'Change of Ownership' is required to ensure the genuine transfer of animal ownership, rather than just the update of information.
• This process also enables the correct delinking and transfer procedures for owners happens in the background and supports owners with online accounts.
• Change of Ownership tick box now appears and will need to be checked.

Registration Screen Changes

Registration screen changes

Step 2 of 2 - Registration Details

⚠ Registration including additional fee was due on 01/07/2023 late fees apply.

To complete registration you must confirm if the changes include a change in ownership. Go to Owner details and select Yes or No

Click on Owner Details to go to that section

bottom

Registration Details

Registration Type:
Dog - Registration with Late Fee ($100.00)
☐ include old registration types

Receipt Number:
Date Receipt Issued: | May | 2024
Receipt Issued By: Maitland City Council
Registration Fee Amount: 78.00
Late Fee Amount: 22.00
Total Amount Paid: 100.00

Owner Information

Please provide at least one phone number (preferably mobile) and an email address to ensure owners can link their pets online.

Please confirm if changes includes a change of ownership? ○ Yes ● No

Owner details (Legal Name Only)
Title: Mr
Family Name: Jackson
Given Name: Robert

Home Phone:
Work Phone:
Mobile Phone: 0414589652
Email Address: rob.jackson@test.com

Confirming Change of Ownership (1)

- When completing a Change of Details or Registration using these functions.

- Confirmation of 'Change of Ownership' is required to ensure the genuine transfer of animal ownership, rather than just the update of information.
- This process also enables the correct delinking and transfer procedures for owners happens in the background and supports owners with online accounts.

- Change of Ownership tick box now appears and will need to be checked.

Identification , Identification and Registration, Registration screens (2)

- At least one contact number must be supplied by the owner – preferably mobile

Additional Fee Messaging at end of Registration (3)

- Ability to pay a combined fee still remains.
- Messaging if an additional fee requirement is still applicable after the registration has been paid.

Finished

⚠ Animal was registered on 12/05/2024. Additional fee is required, dog was not desexed by relevant age of 01/07/2023 late fees apply.

Your animal has been registered.

Animal Registration Only   Issue or Renew Annual Permit
Animal Registration - Apply Additional Fee
Main Menu   Log Out

IF THE ADDITIONAL FEE WAS NOT INCLUDED IN THE REGISTRATION TYPE AND THE ADDITIONAL FEE IS DUE. THE ADDITIONAL FEE MESSAGE WILL SHOW ON THE REGISTRATION FINISH PAGE AND CERTIFICATE

NSW Pet Registry
Certificate of Registration

Issued in accordance with section 72 of the NSW Companion Animals Act 1998

Record updated on 12 May 2024.

Animal was registered on 12/05/2024. Additional fee is required, dog was not desexed by relevant age of 01/07/2023 late fees apply.

Microchip Information
Authorised Identifier number: V0001927 | Microchip No: 574444444444444
Date of Implantation: 01 May 2023 | Animal Status: Home
Breeder Identification No: B0100060520 | Mothers Microchip No: 895555555555555

Registration Details
Registration Type: Dog - Registration with Late Fee
Date of Registration: 12 May 2024 | Receipt No: D445454545
Date Receipt Issued: 01 May 2024 | Amount Paid: $100.00
Receipt Issued By: NSW Division of Local Government

Animal Identification - Prefill from Litter (NEW)

Identification Process From a Litter - Prefill animal information from data previously populated by a breeder and/or vet

Identification and Registration
Animal Identification - Prefill From Litter
Animal Identification
(1)

Litter Search
** mandatory fields
Date of Birth (Date of Litter)   3 May 2023
Mothers Microchip Number   900164001970576   AND/OR *
Breeder Identification Number(BIN)   B001085877
(2)

Enter the Authorised Identifier number to prepopulate this number against all offspring.   (optional)
(3)

Animal Identification - Prefill from Litter
Main Menu | User Manual | Change Password | Logout
Chip In
So your pet can dial home.
(4)

Litter Search Result
bottom

No.	Litter Id:	Mothers Microchip:	Mothers Breed	Breeder Identification Number	Species	Date of Litter	No. Offspring Count	No. Offspring Identified	View & Identify Offspring
1.	7285	900164001970576	Beagle	B001085877	DOG	3/05/2023	2	1	✓

**In cases where the Breeder is 'Unknown' Animal Identification must be completed manually. This litter function can not be used.   top

Please note that if the Breeder Identification Number (BIN) was not previously entered online against the litter, the Prefill by litter function cannot be utilised. The Litter Search Result Page will provide this information and direct you to use Animal Identification to complete this process..

What is the purpose of this function?

Primary purpose of this function is to streamline the Identification process for animals created online from litters where vets or identifiers have not completed the identification themselves during microchipping.

Whilst every attempt is being made to provide education, this scenario may still occur.

This function has been introduced to reduce the intensity of data entry process for councils and improve the data quality in the process.

When should I use this?

If the Identification form provides the following four fields and the date of birth is after 1 July 2018 then you can use this function.
- Date of Birth (Date of Litter)
- Mothers Microchip Number
- Breeder Identification Number (BIN)
- Authorised Identifier Number

Please note: If you do not have the date of birth and Mothers Microchip or Bin Number, or if your animal's date of birth is prior to 1 July 2018, then please use the Animal Identification function to complete the process

Step 1 – Search for your Litter

1. Click on Animal identification- Prefill from Litter menu option.
2. Enter:
   - Animal's Birth Date –
   - Mother's Microchip Number and/or
   - Breeder's Identification Number
3. Implanter Code is optional and used to populate the offspring identification screen. It is valuable when identifying multiple offspring from the one litter

➢ To search Click 'OK'

4. If the litter exists on the register, then the litter will display under litter search result. Click on 'View & Identify Offspring' to complete the identification process

Animal Identification - Prefill from Litter (NEW)

From the Litter and Offspring – Complete Identification

Offspring Details

additional help on hover

If you can not match a animal click 'Cancel' below or and Identify an animal through the Animal -Identification function.

Animal is now Linked and Identified

LITTER ID: 7285   LITTER DATE: 03 May 2023   BIN: B001085877

No.	Litter Details	OffSpring Details Name	Colour	Gender	Linked?	Ident-ified?	Animal Details Print Certif-icate	Change Details
1.	Offspring Id: 31777 Litter Date:3/05/2023 Litter Species:DOG Breed:Beagle Cross Breed:-	tri		Female	✓	✓		➡
	Identifying Marks:	Comments:						
	Microchip: 991003002106950 Implanter Code: V0004158 Implant Date: 14/06/2023						print certificate	

Offspring chipping details

No.	Details	Name	Colour	Gender	Linked?	Ident-ified?	Print Certif-icate	Change Details
2.	Offspring Id: 31778 Litter Date:3/05/2023 Litter Species:DOG Breed:Beagle Cross Breed:-	tri		Male	✗	✗	-	-
	Identifying Marks:	Comments:						

BIN: B001085877
Microchip: [   ]
Implanter Code: V0004158
Implant Date: [   ] May ▾ 2024 ▾
[Update and Link]

top

Step 1 – Identify an offspring

- 1. Enter:
  - ➢ Microchip Number
  - ➢ Implanter Code
  - ➢ Implant Date
- Click Update and Link
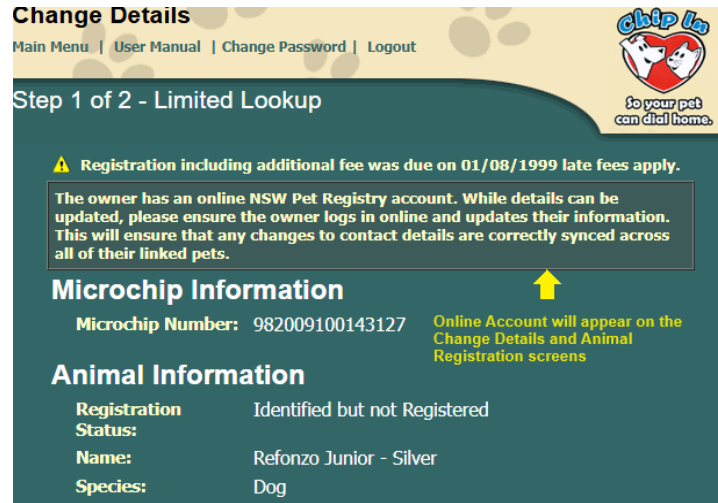
Step 3 – Print a Certificate

- ➢ After the Offspring is identified a tick will appear in the Linked and Identified fields for that offspring.
- Click Print a Certificate

Step 2 – What happens Next?

1. **Validation Checks**
- ➢ The microchip will be checked to see if the microchip already has been entered on the register
- ➢ already has been linked to an offspring in a litter
- ➢ If the Implant dates ,primary breed, gender and are correct
- ➢ Implanter Code is valid
2. **Validation Passes**
- If there are no errors, then the animal will be linked and the screen will indicate that this process is now complete.
3) **Validation Fails**
- ➢ If any of the validation above fails
- ➢ The offspring will NOT be linked or identified(created)
- ➢ an error message will appear

Step 4 – Check Details and Change Details if necessary

- ➢ Check that the animals' details on the identification form is the same as the certificate. If they differ then click on change details and go into this function to make further changes.

Owners with Online Accounts

Indication to Council when owners have an online account

Change Details
Main Menu | User Manual | Change Password | Logout

Step 1 of 2 - Limited Lookup

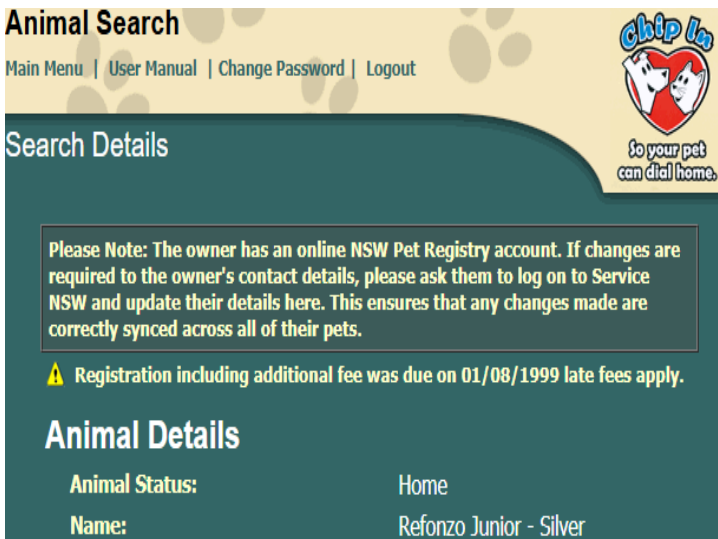⚠ Registration including additional fee was due on 01/08/1999 late fees apply.

The owner has an online NSW Pet Registry account. While details can be updated, please ensure the owner logs in online and updates their information. This will ensure that any changes to contact details are correctly synced across all of their linked pets.

Microchip Information
Microchip Number: 982009100143127

Online Account will appear on the Change Details and Animal Registration screens

Animal Information
Registration Status: Identified but not Registered
Name: Refonzo Junior - Silver
Species: Dog

Animal Search
Main Menu | User Manual | Change Password | Logout

Search Details

Please Note: The owner has an online NSW Pet Registry account. If changes are required to the owner's contact details, please ask them to log on to Service NSW and update their details here. This ensures that any changes made are correctly synced across all of their pets.

⚠ Registration including additional fee was due on 01/08/1999 late fees apply.

Animal Details
Animal Status: Home
Name: Refonzo Junior - Silver

Why is this important for councils to know?

➤ Informing councils when a user has an online account and has a linked pet to their profile will ensure that council can handle the online user effectively.

➤ Once users have an online account, contact and address details should be managed as part of Service NSW update of profile to ensure accurate and up to date information is pushed to all your pet accounts and the owner can be contacted in the case of an animal goes missing.

➤ In some instances, it may be a case that the owner doesn't know how to login so goes to council. Council can confirm with the owner and ensure that in the case of their pet(s) being lost their contact details and access to online is available.

Where does the message show?

➤ Change of details , Animal Registration, Animal Search

➤ A message has also been added to the Animal Search to help manage owners and their needs.

Level 3 – Removal of Accounts linked to an owner is not yet possible online.

This safeguard is to ensure that an animals' details is removed correctly and considers any other linked records such as litters and offspring that may exist. Requests can be made to OLG to complete this task.

Remove Animal Record
An animal cannot be deleted where:
➤ It is linked to a litter.
➤ linked to an online owner
➤ Is a mother of a litter

Remove Animal Record
Main Menu | User Manual | Change Password | Logout

Step 1 of 3 - Limited Lookup

⚠ **WARNING:**
The owner has an online NSW Pet Registry account linked to this animal. You cannot remove a record until it has been unlinked from the owner. This includes any association with a litter, whether the animal is a mother or father or offspring of a litter. Please contact the Office of Local Government on 1300 134 460 or pets@olg.nsw.gov.au for further information.

Remove Animal Record
An animal's record should only be removed from the Register where a data entry error has occurred in the microchip number. All other details can be amended using either the "Change Details" or "Correct Registration Details" functions on the Main Menu.

Microchip Information
Microchip Number: 982009100143127

Animal Information
Registration Status: Identified but not Registered
Name: Refonzo Junior - Silver
Species: Dog
Breed: Afghan Hound / Australian Silky Terrier cross
Animal Status: Home

'Remove an Animal' functionality disabled

7. Update Your Security Settings and Reset Your Password.

Update and User and Security Details as follows

Other Council Functions

Animal Search

Breed/Temperament Enter Assessment

Control Order

Menacing Dog Declaration Process

Nuisance Order

Annual Permit Search

Breeder and Rehoming Organisation Search

Dangerous Dog Declaration Process

Notice to Declare Restricted

Update User and Security Details

To use the 'online password reset" you first need to ensure your details and the security question have been updated as follows:

1. Use your Legal first and last names
2. Position at Council
3. Council Email Address only
4. Security Question and Answer
5. Update button

Email Address to use

Council Functions = Mandatory Council supplied email address Only.

Authorised Identifier (I00XXXX) = Mandatory specific private email address for implanting.

Council staff who are implanters - you must use a private email address. Log in with your 'I-number' and change the email address from council to private if needed. The login to the NSW Pet Registry to enter P1A.

https://www.petregistry.nsw.gov.au/#/login/

6. Reporting

➤ **New Reports**

➤ **Additional Fee -Financial Report**

➤ **Additional Fee - Follow-up Report**

Please note:

✓ Service NSW is purely only for Pet Owners/Breeders to contact if they are having issues with creating their account.

✓ Pensioners are to pay the $34 registration, and if the pet is not desexed by 6 months the additional fee is then applicable.

✓ Recognised rehoming organisations will have to have the animal flagged and desexing updated to receive the nil registration.

Companion Animals Register

- **Thank you all for your attention and the opportunity to present these upcoming changes**

- OLG appreciates the efforts of all our councils, registration agents, and users in the active management of animals and their owners and in your continued support of the Companion Animals Register.

- *Contact Us:*

- **Webinar Q&A please email -** pets@olg.nsw.gov.au **- Subject Heading Webinar CAR**