

6<sup>th</sup> November, 2020

Att: Chris Allen

Director, Sector Performance and Intervention

Office of Local Government

E [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au)

**RE: Pet Registry Platform**

Animal Care Australia (ACA) is a national incorporated association established to lobby for real animal welfare by those who keep, breed and care for animals. Our goal is to promote and encourage high standards in all interactions with the animals in our care.

In response to your recently released Survey on the performance of the NSW Pet Registry Platform, ACA has concerns with issues relating to functionality and potential use of the system to commit fraudulent listings online for the sale of cats and dogs.

**Our primary concerns are:**

- Accounts & BIN's can be established without any verification or checks with registered Associations.
- Local Councils are responsible for much of the information not being updated and therefore inaccurate
- Local Council fees vary and some are too expensive – discouraging the payment of fees and the intended use of the Registry.
- Animals are not listed under the correct owners' details due to flaws in how the Registry functions. Animals remain listed with breeders despite having been transferred much earlier.
- ACA has concerns the Registry is being used by Councils to ascertain the number of animals at each property and the number of litters being produced – to the detriment of the breeders privacy – particularly given the high level of flaws and inaccurate information being stored within the Registry.

For further explanation of our concerns, please refer to Appendix 1.

**Reommendation:**

ACA recommends the Office of Local Government (OLG) removes the ownership and responsibility of maintaining and updating the Registry from Local Councils and creates a team within the OLG to oversee the Pet Registry, its functionality as well as the regular updating. Councils are simply not reliable and in many cases are the reason why the Registry is failing and unviable. If that is not possible then ACA recommends the OLG Implements policies that:

- a) set the registration fees that all Councils must adhere to.
- b) requires Councils to update records within a set period of time.
- c) hold Councils responsible if they fail to maintain the records within that time frame.

Should you require further information or would to discuss our concerns in person, please do not hesitate to contact me.

Kind regards,



Michael Donnelly  
President, Animal Care Australia.  
0400 323 843

**Appendix 1:**

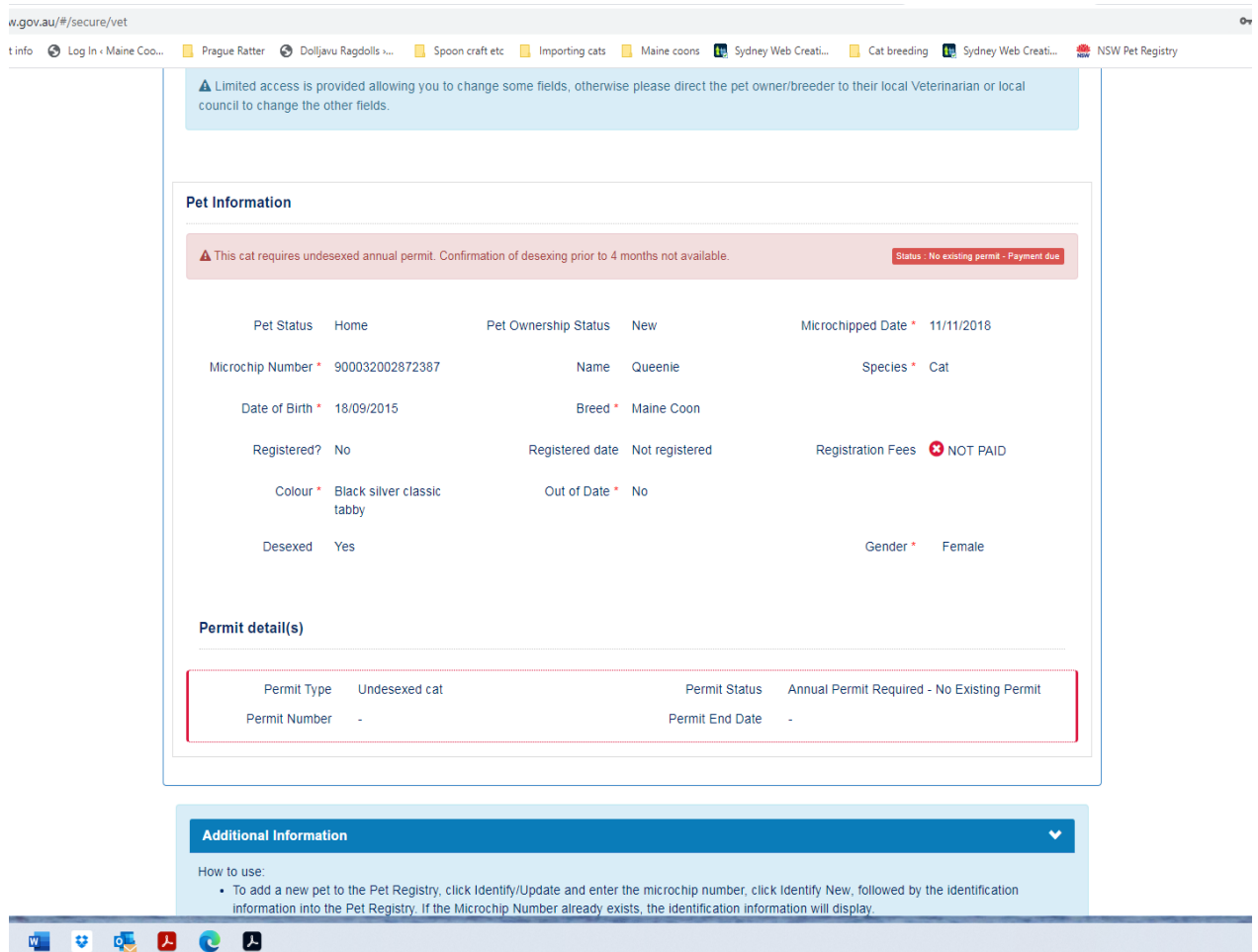
**ACA's concerns with the current Pet Registry**

- Anyone can establish an account as a Breeder with no verification required. You can use letters or numbers as your prefix but Pet Registry does not request any documentation or confirm the information with the selected registration body to verify the person/prefix is legitimate..

This allows anyone to appear to be a legitimate & registered Breeder with a registration body as they are given a Breeder Identification Number. People can then search Pet Registry with the BIN believing the person is a registered Breeder. This is encouraging the establishment of scam organisations to 'issue member numbers at a price to work around the rules.

- Once a pet is in your name, you can't make any changes to whether they are desexed or not. This must be complete by a vet or Local Council. Many Councils are not maintaining up to date records.

When transferring an animal to their new owner they are transferred as not desexed even though they might be, with the delay occurring with the Council still yet to update.



Above is an example of a registration for a Maine Coon breeding girl that was homed as a pet. Notice it says that this cat required undesexed annual permit but in the details, it says this cat is desexed. Under permit details it also says annual permit is required and that the cat is undesexed.

There are many errors like this and most are not able to be 'fixed' by the registered user and instead are required to have a face to face contact with the Council where the pet resides.

- All councils are different and have difference fees discouraging the use and accuracy of the Registry. Most vets don't update the details automatically resulting in inaccurate information and unnecessary communicating between the owner and Councils to set the records straight.
- You can transfer the pet in your name to the new owner however it remains in the Breeders name until the new owner claims it or the Breeder contacts the Council. This requires the Breeder to complete a change of ownership form & send into the Council – again resulting in further delays with updating of information.
- ACA has received reports that Councils are no longer sending written confirmation acknowledging your pet is on the Companion Animal Register. These confirmation letters have a sticker that says when the lifetime registration fee is due. If these letters are no longer being issued, it is placing sole reliance on the owner to have a Pet Registry Account, claim the pet & check when & what fees have to be paid.
- Registered Breeders cannot pay lifetime registration fees online, still having to go to the Council in person or send in the signed forms with a cheque. This is a very outdated system and with recent restrictions due to Covid-19 should be remedied immediately.
- Entering information into the Pet Registry is not mandatory and there is no incentive to use it. The animal is still entered into the Companion Animal Register by the authorised implanter or paperwork sent to Councils.
- When checking for a lost animals' owner, the information is not found. The only search function is by using the Breeder Identification Number or the number that has entered under Organisation Number. If the searcher does not know this information then the search is invalid.

Microchip Number: 900115000350679

Buttons: Identify New, Update Details

**Search Result**

Save

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

Buttons: Populate Breeder

Title: select a Title... First Name: Last Name:

Email:

Preferred Contact Type:  Mobile  Home  Work

Preferred Contact Number:

**Pet Information**

Pet Status: Home Pet Ownership Status: Microchipped Date:

**Pet Information**

Pet Status: Home | Pet Ownership Status: New | Microchipped Date: 18/10/2020

Microchip Number: 900115000350679 | Name: | Species: Dog

Date of Birth: dd/mm/yyyy | Breed: select a Breed... | -OR- Cross Breed: select a Cross i...

Colour: Enter Colour | Out of Date:  Yes  No

Desexed: No | Gender:  Male  Female

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: |

**Additional Information**

How to use:

- To add a new pet to the Pet Registry, click Identify/Update and enter the microchip number, click Identify New, followed by the identification information into the Pet Registry, if the Microchip Number already exists, the identification information will display.

The first part of the above image is the Owner/ Breeders Info. This is where the breeder or authorised implanter adds information. Each animal microchipped is supposed to be added to a Breeder Identification Number which then links to the bottom square of Pet Info. If you enter the pet under a BIN, the address for this animal is automatically filled with the Breeders listed address – not the new owners where the animal is actually now residing.

If you don't have the BIN, you are told to just add the details under the new owners' name.

If the details are entered under the BIN then it remains under that Breeders number until the address can be updated. If people don't electronically collect their animal, those animals remain under the Breeders account.