

FAQs for pet owners – NSW Digital Pet Registry

Becoming a cat or dog owner is incredibly exciting, but it's a big responsibility. Creating an account on the new NSW Digital Pet Registry makes it super easy to register your new best friend and see the steps you need to take as a new pet owner.

How do I create a profile on the new NSW Digital Pet Registry?

Your Service NSW log in credentials grant you access to the new NSW Digital Pet Registry. If you don't have a MyServiceNSW Account, you will need to create one before you can create your profile on the new NSW Digital Pet Registry.

When you create your new profile at petregistry.olg.nsw.gov.au, you will need to have two identification documents ready to verify your identity. This could be your NSW driver licence and Medicare card. You'll only need to do this once when you first set up your profile.

You'll be asked to confirm and save your details, then your profile will be created.

How do I share my profile with a breeder for an instant transfer of ownership?

Once you've done your research on your breeder and you have chosen your new furry friend, simply share your NSW Digital Pet Registry profile via the prompt on your dashboard or the 'My profile' page. Enter the email address of the person who is selling or giving you a pet, and on the day you pick up your new pet, they can transfer pet ownership to you instantly on the spot.

Microchipping

Pets can only be registered once they are microchipped. Under NSW law, whoever is selling or giving away the animal must ensure it is microchipped first.. This applies whether they're a professional breeder, a rehoming organisation, or a friend whose pet has had an accidental litter of puppies or kittens.

Registration

How do I register my pet on the NSW Digital Pet Registry?

It's super simple. Click the 'Register a pet' button on your dashboard and select the pet you want to register. Enter payment details, and your pet will be officially registered on the NSW Digital Pet Registry – it's truly a walk in the park.

Why do I need to pay a registration fee?

Your pet registration fee helps fund public pet services that make NSW a safer and more enjoyable place for your best furry friend to live. This includes dog parks, shelter and pound facilities, and education programs supporting responsible pet ownership.

Is your pet an escape artist? When you keep your details up to date on the new NSW Digital Pet Registry, it makes it easier to find them if they wander off. When lost pets are found, approved users like vets and council rangers can contact you using the information you provide on your profile.

Registration payment covers a pet for their lifetime, regardless of changes in ownership.

Other important information

Do I need to get my pet desexed?

Talk to your vet about what's best for your pet. Desexing cats and dogs is not mandatory in NSW, but it often has health and behavioural benefits.

Please remember you must pay an additional one-off fee for non-desexed dogs over 6 months old, or an annual permit fee for non-desexed cats over 4 months old.

What do I do if my pet goes missing?

Click 'Report as missing' on your pet's profile and enter the requested information. This locks your pet's profile so ownership details cannot be changed while you search for them.

Make sure your NSW Digital Pet Registry contact details are current so you can be contacted about your missing pet. Then, contact local veterinary clinics, pounds, shelters and rehoming organisations to search for your pet.

For more information visit www.petregistry.olg.nsw.gov.au