



Office of
Local Government

Office of Local Government

NSW PET REGISTRY REGISTRATION FEE REFUND POLICY



OCTOBER 2017

ACCESS TO SERVICES

The Office of Local Government is located at:

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OFFICE HOURS

Monday to Friday

9.00am to 5.00pm

(Special arrangements may be made if these hours are unsuitable)

All offices are wheelchair accessible.

Policy details

Approved by: A/Chief Executive Office of Local Government

Date approved: 26/10/2017

Effective from: 26/10/2017



www.olg.nsw.gov.au

1. PURPOSE

The purpose of this policy is to provide guidance and transparency on the circumstances when fees paid to register a companion animal on the NSW Pet Registry may be refunded by the Office of Local Government (OLG).

2. BACKGROUND

Fees are not generally refundable and owners should not assume that an application for a refund will be approved.

Refunds will not generally be approved in a circumstance where an owner has failed to follow the instructions provided and/or failed to exercise a reasonable level of care, where doing so would have prevented them from paying an incorrect fee.

The *Companion Animals Act 1998* (CA Act) provides for the effective and responsible care and management of companion animals (dogs and cats).

The registration of companion animals is governed by the CA Act and part 3 of the *Companion Animals Regulation 2008* (CA Regulation).

Registration of companion animals is done via registration agents (local councils) or on the NSW Pet Registry website (www.petregistry.nsw.gov.au). In most cases, a registration will be payable before the animal is 6 months old. The registration fee payable is prescribed by the CA Regulation.

Payment of registration fees is recorded in the NSW Pet Registry.

Neither the CA Act nor the CA Regulation stipulates that registration fees are refundable.

3. REGULATORY FRAMEWORK - COMPANION ANIMALS FUND

The Companion Animals Fund (CA Fund) is established pursuant to s. 84 of the CA Act. All registration fees and other fees paid under the CA Act are to be paid into the Fund.

Payments from the Fund are governed by s. 85 of the CA Act and the CA Regulation. Section 85(1)(a) of the Act provides that "*all amounts required to meet expenditure incurred in the administration or execution of this Act*" may be paid from the Fund .

OLG is responsible for the administration of the CA Act. OLG may approve a refund of registration fees under this policy where this is considered warranted, where appropriate justification and supporting evidence is provided by the applicant. The decision of the Chief Executive is final and cannot be appealed.

4. PARTIAL REFUND OF A REGISTRATION FEE FOR AN ANIMAL THAT HAS BEEN REGISTERED AND DESEXED WITHIN 6 MONTHS OF BIRTH

Where an owner of a companion animal pays the registration fee applicable to an undesexed animal when their animal had in fact been desexed prior to the fee being paid, the owner may apply under this policy for a partial refund of the fee paid, provided that the animal was in fact registered and desexed within 6 months of birth.

The refund payable will be the difference in the fee paid and the discounted fee for a desexed animal. The refund is payable to the person who paid the fee.

Applications must be in writing and be accompanied by appropriate evidence (usually in the form of certification from a veterinarian) **that shows that at the time of paying the first registration** the animal was in fact desexed and that this occurred within 6

months of the birth of the animal.

The NSW Pet Registry will be updated by OLG to record that the animal has been desexed when the refund is paid.

5. DOUBLE PAYMENT OF REGISTRATION FEE

Where an owner of an animal has paid a second fee to register an animal when the required fee has already been paid to a registration agent, the owner may apply under this policy for a refund of the fee paid, provided the owner can establish that both fees have been paid to register the same animal and that they were unaware of this when making the payments.

Applications must be in writing and be accompanied by a statutory declaration and supporting evidence such as purchase documentation that discloses the payment to the agent of the registration fee.

Refunds will only be approved upon verification by OLG that a registration fee paid to the registration agent has been paid into the CA Fund. If approved, the refund will be paid to the person who makes the application for the refund.

6. COMPASSIONATE REFUNDS AND ADJUSTMENTS

If an owner pays a registration fee for an animal which subsequently dies within 28 days of the payment having been made, the owner may make application under this policy for a refund of the fee. Applications must be in writing and be accompanied by appropriate evidence (usually in the form of certification from a veterinarian) that establishes the date of the animal's death. An application will generally only be considered if it is received by OLG within three months of the death of the animal and where the Registry was notified of the animal's death within 28 days of the animal's passing, as this is a statutory requirement.

If an owner of multiple animals pays a registration fee for an animal that was deceased at the time the fee was paid, the owner may make application under this policy for a refund of the fee incorrectly paid. Applications must be in writing and be accompanied by appropriate evidence (usually in the form of certification from a veterinarian) that establishes the date of the animal's death. Repeated applications from the same owner will not be approved. A statutory declaration may be required from the owner detailing the circumstances of the fee being paid for the deceased animal.

7. OTHER MATTERS

The payment of any refund in accordance with this Policy will be at the discretion of the Chief Executive. Where evidence is required to be provided to substantiate a refund, this evidence shall be provided by the owner at their cost. The acceptability of any such evidence is a matter for the Chief Executive.

Requests for refunds must be made to OLG. OLG will endeavour to respond to requests within 20 working days.

The Chief Executive has discretion in the application of this policy. In circumstances where the Chief Executive considers it appropriate to depart from this policy, the circumstances and reasons for the departure should be documented.

There may also be circumstances other than those set out in this Policy where the Chief Executive may desire to exercise his/her discretion to refund fees and correct errors on the Pet Registry. Where such circumstances arise, they will be examined on a case-by-case basis within the context of the regulatory framework.

8. RELATED POLICES

Managing Complaints about the Division – Policy

Guarantee of Service

9. FURTHER INFORMATION

More information about the application and operation of the *Companion Animals Act 1998* and the NSW Pet Registry can be found on the Office of Local Government webpage:

<http://www.olg.nsw.gov.au/public/dogs-and-cats/responsible-pet-ownership-program>

Queries and requests for further information should be directed to

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