Pet Registration Refund Policy

Council Policy

Renmark Paringa Council

Responsible Officer	Manager Financial Services
Relevant Legislation	Dog and Cat Management Act 1995
Adopted	23 July 2024
Reviewed	n/a New Policy
Next Review	June 2028

1. Purpose

To provide a consistent and compassionate approach to requests for pet registration refunds.

2. Objective

2.1 To establish the eligibility conditions to manage requests for pet registration refunds.

2.2 To provide a clear and concise framework for the residents of the Renmark Paringa Council (Council) to apply for a pet registration refund where the pet has become deceased within a prescribed timeframe.

2.3 To ensure a fair, consistent, accountable and compassionate approach to Council's consideration of pet registration refunds.

3. Dogs and Cats Online

Dogs and Cats Online (DACO) is South Australia's database for microchips, local council dog and cat registration and breeder registration.

All pet registration and late fees due to Renmark Paringa Council are payable directly to DACO who in turn provides payment to Council less statutory fees.

4. Fees Defined

Dog and Cat Management Act 1995 - Part 3, Section 26, Clause (6)

Councils may charge—

(a) fees for the provision of extracts from registers kept under this Act; and

(ab) fees for the receipt and management of information relating to a register contemplated by subsection (1)(ac); and

(b) fees (which may be differential but which must not exceed an amount prescribed by the regulations for the purposes of this paragraph)—

(i) for the registration of dogs or businesses under Part 4; and

(ii) for late payment of registration fees; and

(iii) for meeting any other requirement imposed on councils under this Act.

5. Policy

Refunds will only be available to owners who registered their dog on or before 31 August as this is the annual due date for pet registrations.

Upon the submission of a signed Pet Registration Refund Request form by the animal's owner, in which the owner will certify that the animal is deceased, council staff will consider the following criteria and administer a refund within 14 days:

1. A full refund - if the request is made within two (2) months of payment of a pet registration in a current registration period.

2. A 50% refund – if a request is made after two (2) months but before three (3) months of payment of the pet registration in a current registration period.

3. No refund – if a request is made after three (3) months of payment of the pet registration in a current registration period.

6. Review

This Policy will be reviewed and updated every 4 years or earlier if deemed necessary.

7. Availability

This Policy will be available for inspection at the Council Offices in Renmark during ordinary business hours at no charge.

This Policy will be available from Councils website: www.renmarkparinga.sa.gov.au and available for inspection at the Council Offices in Renmark during ordinary business hours at no charge

Per the current Fees & Charges schedule, charges apply for the provision of a printed copy of this Policy.

8. Reference Documents

Dog and Cat Management Act

Dogs and Cats Online (DACO) Refund Policy

Renmark Paringa Council Fees and Charges Schedule (updated annually)

9. Document Control

Version	Approval Date	Approved by	Resolution	Amendments
1.0	26 June 2024	Policy Review Committee	PRC2024-28	n/a New Policy
1.0	23 July 2024	Renmark Paringa Council	OC2024-117	n/a New Policy
2.0				
3.0				