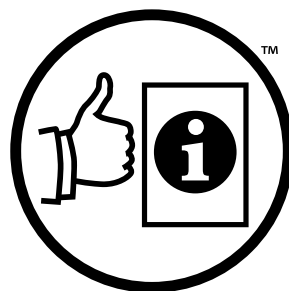


# How to renew your pet registration

Manningham Council



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



We will write contact information at the end of this book.

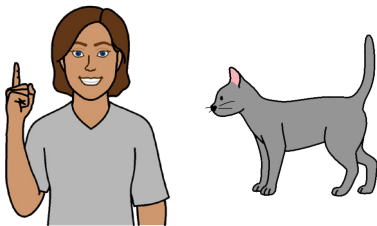


## About this book

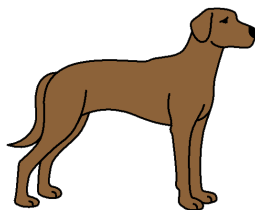
This book is from Manningham Council.



This book helps you understand what to do if you get a **registration renewal notice** for your pet.

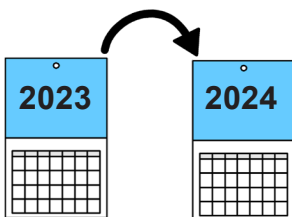


Registration means council knows about your pet.



Renewal notice means a letter we send you to check if you

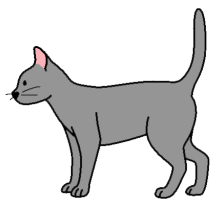
- still have your pet
- want to keep your pet in Manningham Council for 1 more year.



## Why do you need to register your pet?



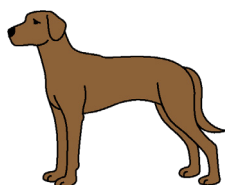
**Register** means you tell council about your pet.



All people in Australia **must** register their

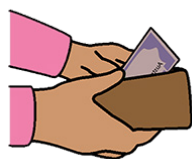
- cats

and



- dogs.

You **must** pay a **fee** to register your pet.

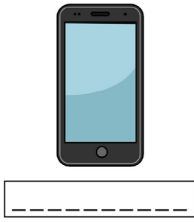


Fee means money you need to pay.

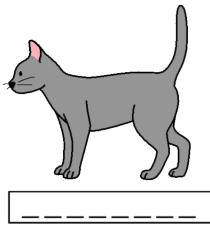
## How to read the renewal notice

Your renewal notice shows details we have about you.

For example your phone number.



The renewal notice also shows details we have about your pet.



The details include your pet's

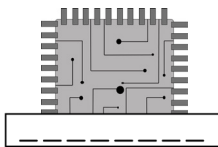
- name



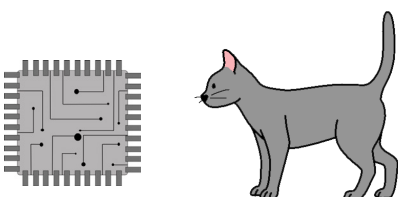
- colour



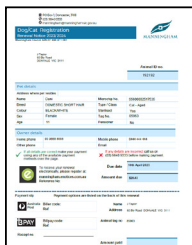
- age



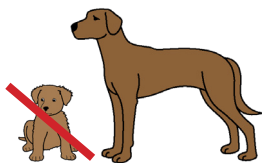
- **microchip** number.



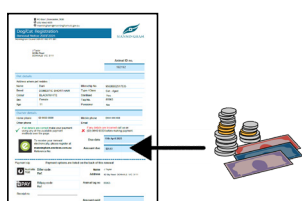
A microchip is a tiny computer chip that a vet has put under your pet's skin.



The renewal notice also says if your pet is **sterilised**.

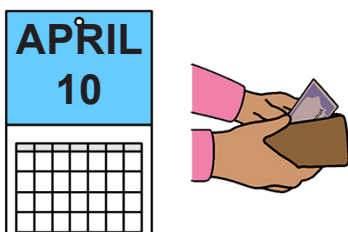


Sterilised means a vet makes sure that your pet **cannot** have babies.



The letter says at the bottom how much money you **must** pay.

The letter also says the **due date**.



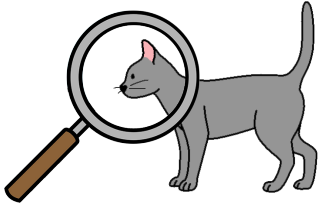
Due date means when you **must** pay by.

You **must** pay your pet renewal by **10 April** each year.



You can read page 2 of the renewal notice to learn about our fees for different pets.

## What we do with your information

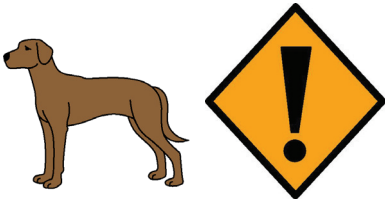


We use your information to

- help you find your pet if it gets lost



- keep everyone safe.



We need to know if your dog is dangerous.



For example you must tell us if your dog

- has done something bad to other people



- **must** wear a special collar.



We will share information about your pet with other people if the law says we **must**.



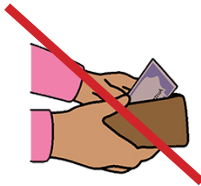
You can ask us to tell you what information we have about your pet.



Tell us if you find any mistake in the information about you or your pet.

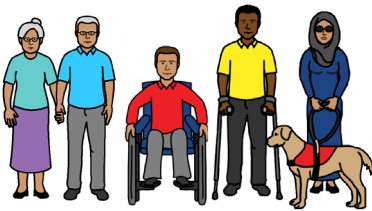


Call 03 9840 9333



Do **not** pay us any money until we say you can.

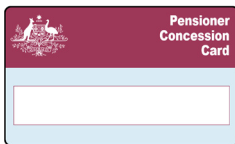
## If you are a pensioner



You can get a **discount** if you are a pensioner.



Discount means you pay less.



To get the discount you **must**

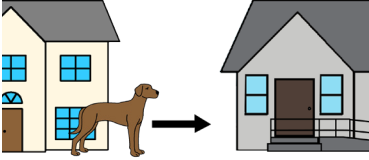
- show us your pensioner concession card
- be the registered owner of the pet.





## If your pet dies

You do **not** need to renew your pet's registration if



- your pet lives somewhere else now

or



- your pet has died.



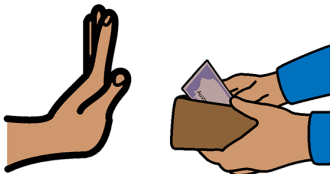
We can **cancel** your registration.

Cancel means stop.



If you want to cancel your registration

- tell us as soon as possible



- do **not** pay us any money.

## How to cancel the registration



You can call us to cancel the registration.



Call        03 9840 9333



You can also tell us by mail.

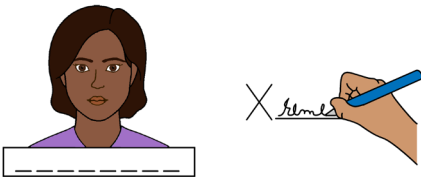


To tell us by mail

- go to page 2 of the renewal notice
- tick a box to tell us why you want to cancel



- write your name and signature



- send the renewal notice back to

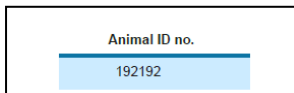


Manningham City Council  
PO Box 1  
Doncaster VIC 3108

## How to pay your pet registration



You **must** pay for each pet separately.



You **must** tell us the **animal ID** for each pet.



Your animal ID is a number at the top of the renewal notice.

There are many ways to pay.



### By credit card

You can pay online on our website.



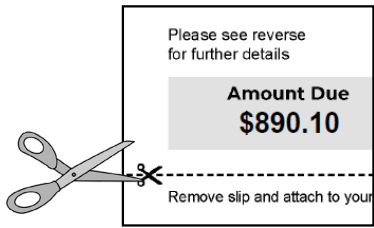
[manningham.vic.gov.au/pay](http://manningham.vic.gov.au/pay)



### By BPay

BPay means you pay online at your bank using the code on your renewal notice.

## By cheque



Cut your renewal notice along the dash line.



Put the paper slip into an envelope together with your cheque.



Post the envelope to

Manningham City Council  
PO Box 1  
Doncaster VIC 3108



## In person

You can pay at our customer service centre.

Manningham Civic Centre  
699 Doncaster Road  
Doncaster

Show the renewal notice for each pet to the customer service officer.



## More information

For more information contact  
Manningham Council.

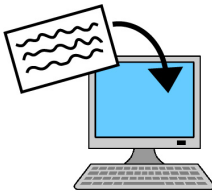


Call            03 9840 9333



Website

[manningham.vic.gov.au/pets-and-animals](http://manningham.vic.gov.au/pets-and-animals)



Email

[manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au)



## If you do not speak English

Use the free Translating and Interpreting Service  
or TIS.



Call            131 450

Give the TIS officer the phone number you want  
to call.

**National  
Relay  
Service**

**If you need help to speak or listen**

The National Relay Service can help you make a phone call.



Call            1800 555 660



Website    [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)

Give the relay officer the phone number you want to call.



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