

eTrac Frequently Asked Questions

What is eTrac?

eTrac is a new system that will improve the Commission's ability to protect the welfare and integrity of the NSW greyhound racing industry.

The system includes an eTracking capability, and offers participants an online option for day-to-day transactions, making transactions quicker and easier to complete.

Why do we need eTrac?

The industry and Commission currently use multiple systems that are not connected, meaning a poor experience for industry participants and Commission staff. eTrac will provide a 'one stop shop' for all application and notification transactions.

What benefit will eTrac bring to the industry?

eTrac will;

- enhance the industry's ability to account for every greyhound registered in NSW and provide high levels of community confidence in the NSW greyhound racing industry,
- provide a better customer experience for participants by making day to day transactions quicker and easier to complete,
- streamline processes to improve operational efficiency within the Commission by introducing one system for all industry transactions.
- provide a 'one stop shop' online portal where participants can access their registration and greyhound information, and complete transactions such as vaccination notifications, registration renewals, updating kennel locations, owner/trainer transfers, and view details of greyhounds in their care.

What is eTracking?

eTracking will enable the Commission to record and track the location of every registered greyhound in NSW, in real time, at every stage of their life.

There will be requirements outlining how often pre-racing, racing and retired greyhounds need to be in contact with, or 'checked-in' with the Commission. Racing greyhounds will need to have contact with the Commission at least every 6 months, and pre-racing or retired greyhounds every 12 months.

If there has been no contact in the required period, the Commission will send the greyhounds custodian a reminder via SMS and email asking them to arrange for the greyhound to be 'checked-in' (sighted and scanned) with the Commission.

The custodian will have 6 weeks to complete this check-in process.

What is considered a 'contact' with the Commission?

A 'contact' is when a greyhound's record is updated in eTrac as a result of;

- Starting in a NSW or interstate race meeting
- Being scanned at the track for a race or trial
- A vaccination record
- Breeding application
- Lodgement of a Whelping Notice
- Earbranding or microchipping
- A scan during a kennel inspection
- A change in ownership
- A kennel or trainer transfer
- A visit to a select group of veterinary practices
- A retirement notification
- Being scanned at GAP or another rehoming facility
- Naming a greyhound
- Completing a breeding/racing lease
- Lodgement of a DNA test with Greyhounds Australasia

Is the NSW greyhound racing industry paying for eTrac?

No. The NSW Government allocated \$3.5 million to the Commission for the development of eTrac.

How does a person check-in a greyhound that is interstate?

The current custodian of the greyhound can visit a vet, steward or club manager within that state who can complete a confirmation that the greyhound was seen. This can then be sent to the Commission by email and the greyhound will be manually checked in.

What happens if a greyhound is not checked-in by the expected date?

When a greyhound is not checked-in by the due date, a case will be escalated to our Compliance team for investigation and action.

I am unable to reach a check-in location by the expected date. What can I do?

If you have any difficulties in reaching a check-in location by an expected date, please call 13 49 42 (13 GWIC).

I have received a request to check-in a greyhound that is no longer with me. What do I do?

If you receive a check-in for a greyhound that is no longer with you, please call 13 49 42 (13 GWIC) for assistance.

Will there be more check-in locations?

Yes. We will continue to work with local vets, rehoming agencies and participants, who are in contact with a high volume of greyhounds, to supply scanners across New South Wales.

Are greyhounds that are retired to a person not in the industry required to be checked-in?

No. Only retired greyhounds that are retired to an industry participant are required to be checked-in.

Will pre-racing greyhounds be able to have a 'contact' with the Commission in a 12-month period?

Yes. We have completed data analysis of a number of pre-racing greyhounds and found that the majority of greyhounds had a contact within the first 11 months through their normal interactions within the industry.

What happens when a greyhound doesn't have a microchip?

The greyhound can still be presented at one of our check-in locations where the ear brand and condition can be recorded and sent by email to the Commission where a manual check-in will be completed.

How can I get a scanner?

If you are interested in participating in the eTrac program, please call 13 49 42 (13 GWIC) or email etrac@gwic.nsw.gov.au.

What is the eTrac Participant Portal?

The eTrac Participant Portal will be a 'one stop shop' where participants can access their registration and greyhound information, complete registration transactions, and greyhound applications and notifications.

How do I access the eTrac Participant Portal?

To access the portal, visit www.gwic.nsw.gov.au/portal and enter your login details.

Participant login details will be sent by email to participants once the portal is live. If you do not receive your login details, please call 13 49 42 (13 GWIC) for assistance.

What transactions can I complete in the portal?

All registration applications, and greyhound notifications and applications can be completed in the portal.

Is there any assistance available for the portal?

In February 2023 GWIC staff will be visiting tracks across the State to help participants login and to demonstrate how the portal works. Track visit details will be shared once confirmed.

Participants can also call 13 49 42 (13 GWIC) for assistance.