



Mark Speakman
Attorney General

Victor Dominello
Minister for Customer Service

MEDIA RELEASE

Friday, 22 November 2019

REPLACEMENT IDENTITY DOCUMENTS FOR PEOPLE AFFECTED BY BUSHFIRES

People who lose important identity documents in the bushfires can have them replaced for free to help them recover as quickly as possible, Attorney General Mark Speakman and Minister for Customer Service Victor Dominello announced today.

“The fire emergency has wreaked untold havoc on many people’s lives and we want them to be able to get back on their feet with a minimum of fuss,” Mr Speakman said.

“Anyone who has lost paperwork such as a birth certificate or marriage certificate can apply to have them replaced at no cost as a priority.”

“The NSW Registry of Births, Deaths & Marriages (BDM) can assist people who have lost documents in the fire to quickly re-establish their identity,” Mr Dominello said.

“For those who were born or married interstate, BDM will coordinate with other Australian State and Territory registries to obtain replacement certificates.”

Those affected can visit their nearest Service NSW where the team will assist them in applying for their official certificates.

Customers requiring a new driver’s licence will be issued with an interim licence on the spot allowing them to get back on the road immediately, with the new licence card being delivered 7 to 10 days after the transaction.

Service NSW’s Mobile Service Centres have visited bushfire affected communities to assist customers with government transactions, including replacement identity documents.

Useful contacts:

Please visit Service NSW website for resources on [dealing with bushfire](#). For bush fire information and updates contact the Public Information Enquiry Centre on 1800 222 228.

Office of Emergency Management information is available here [evacuation centres](#).

Fire updates are available at www.rfs.nsw.gov.au/fire-information.