



Justice

Registry of Births
Deaths & Marriages

MEDIA RELEASE

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IMPROVING ACCESS TO BIRTHS, DEATHS & MARRIAGES SERVICES IN THE HUNTER

Hunter residents can now access birth, deaths and marriages services from all three Service NSW centres in the region.

The Newcastle, Maitland and newly-opened Warners Bay service centres are offering a new way to do business, with NSW Registry of Births, Deaths & Marriages (BDM) to move out of its registry shop front at Hamilton in September.

BDM Registrar, Amanda Ianna said the partnership was a major win for customers with access to more locations, extended trading hours and improved facilities for over-the-counter transactions.

“This is all about increasing access to services and making them more convenient for Hunter residents,” Ms Ianna said.

Ms Ianna said BDM services are more accessible than ever, with customers now able to apply for birth, death and marriage certificates online.

“More than 50 per cent of applications are now made online, which has resulted in fewer people seeking face-to-face services.”

Registry certificates will continue to be delivered by registered post and priority processing is available for customers who need them urgently. There is also a secure service for certificates to be faxed to the Passports Office, if required.

In addition to providing BDM services, each Service NSW location offers customers access to more than 800 NSW government transactions including driver licences, vehicle registrations and Seniors Card applications.

“This is a game changer for Hunter residents as they no longer have to spend hours visiting multiple locations to access government services,” Ms Ianna said.

“The latest Service NSW customer survey shows customer satisfaction is as high as 98 per cent.”

In addition, the Service NSW service centres have extended trading hours from 7am to 7pm weekdays and 8.30am to 3pm on Saturday (8.30am–12 pm at Warners Bay).

“If customers can’t make it to a Service NSW centre they can visit www.service.nsw.gov.au or call 13 77 88 for information from the comfort of their home or workplace.”

Couples who have booked a marriage with the Hamilton registry will still be able to tie the knot.

“Brides and grooms who have already locked in a date for their happy day will still get the opportunity to celebrate their nuptials with us,” Ms Ianna said.

To learn more about BDM go to www.bdm.nsw.gov.au.