

Privacy

The Registry of Births, Deaths and Marriages respects your privacy and is committed to protecting your personal information. Your personal information may be collected, secured, used and disclosed by the Registry of Births, Deaths and Marriages in accordance with the *Information Privacy Act 2009*. The Certificate Access Policy (derived from the *Births, Deaths & Marriages Registration Act 2003*) is our primary document that determines who, when and how individuals can apply for certificates. To access a copy of this document, visit www.justice.qld.gov.au/bdm.

Feedback and complaints

The registry values your feedback and welcomes your comments. Our service will continue to improve based on customer needs and feedback.

The registry is committed to resolving any issues or complaints quickly, fairly and professionally. Before lodging a complaint, we encourage that you discuss your concerns with a client service officer by calling 1300 366 430.

If a client service officer cannot resolve an issue, you may wish to lodge a formal complaint. For more information about the Department of Justice and Attorney-General's complaint management policy, visit www.justice.qld.gov.au.

Contact us

Phone:

**1300 366 430 (local call charge within Australia,
mobiles charged at applicable rates)**

International callers:

+617 3247 5811

Email:

bdm-mail@justice.qld.gov.au

Website:

www.justice.qld.gov.au/bdm

Address:

**110 George Street
Brisbane QLD 4000**

Office hours:

8:30am - 4:30pm Monday - Friday.

Postal Address:

**PO Box 15188
City East QLD 4002**

**For translator and interpreter service call 131 450
and ask for Births, Deaths and Marriages.**

Customer Service Charter

Registry of Births, Deaths and Marriages



Tomorrow's Queensland: strong, green, smart, healthy and fair

What we do

Our business is life – births, deaths and marriages. We have the sole responsibility to record and maintain life event registrations in Queensland. We also issue certificates which are required as a primary proof of identity for a range of business transactions and services.

Our values

- respect towards clients, staff and stakeholders
- dedication to service delivery
- communication – transparent and consistent
- integrity and ethics
- innovation.

Our services

Through our Brisbane registry, we deliver:

- the registration of births, deaths and marriages
- administration and issue of change of name certificates
- a free online historical index search tool
- statistical data to government and other organisations
- a modern wedding venue located in the Brisbane CBD.

Our vision

We are modernising the registry so we can improve our service delivery and your access to Queensland's life event records. The Registry of Births, Deaths and Marriages is dedicated to:

- meeting community expectations
- managing your identity information to ensure accuracy, protection of privacy and fraud prevention
- providing timely and relevant services through the use of leading technologies and contemporary work practices
- the preservation and maintenance of Queensland's historical records.

Service delivery standards

Registrations

| Type of certificate | Registered within |
|--|-------------------|
| Birth | 7 working days* |
| Marriage | |
| Death | 2 working days* |
| eRegistration (Death) | |
| Change of name | 4 weeks* |
| Urgent change of name (incurs a change of name priority fee) | 5 working days* |

*Times shown include certificate processing and do not include delivery times via Australia Post.

Certificate applications

Applications can be submitted at the counter of the Brisbane registry, by post, or at Queensland Magistrate Courthouses and Queensland Government Agent Program offices (QGAP).

| Registry counter applications | Non urgent | Urgent |
|--|-------------------------|-----------|
| Birth / death / marriage certificate | Next day (after 2:30pm) | Same day* |
| Replacement change of name certificate | | |
| Family history certificate | | |

*Same day service applies to applications lodged in person before 1:30pm. The turnaround time for urgent applications is three hours.

| Postal applications | Non urgent | Urgent |
|---|------------------|-----------------|
| Birth / death / marriage certificate | 10 working days* | 2 working days* |
| Commemorative birth / marriage certificate | | |
| Replacement change of name certificate | | |
| No record of marriage (single status) certificate | 5 working days* | 2 working days* |

*Times shown above do not include delivery times via Australia Post.

| Courthouse and QGAP applications | Non urgent | Urgent |
|--|-----------------|----------------|
| Birth / death / marriage certificate | 2 working days* | Not applicable |
| Replacement change of name certificate | | |
| Family history certificate | | |

*Times shown above do not include delivery times via Australia Post.

Other services

| | |
|--|----------------|
| Corrections to be addressed or completed | 7 working days |
| Online enquiries | 2 working days |

All applications must be complete and include correct payment and supporting documentation (including required proof of identity documents). Service delivery timeframes will increase if an application is incomplete, or if an event is not registered. Service timeframes do not take into consideration Australia post delivery times.

Our commitment to you

We will:

- maintain a professional relationship to ensure the needs of clients and stakeholders are always met
- train our staff to ensure that our services are always accurate and consistent
- maintain registry services in Queensland that reflect progressive community concerns regarding identity and fraud prevention
- continually strive to make our services more accessible to regional Queensland
- continually strive to improve our service delivery through customer feedback and internal reviews.

