Birth certificates for people experiencing homelessness

March 2025

This resource is for organisations who support people experiencing homelessness.

It has been created by the **Births, Deaths and Marriages Victoria** to assist you to help your clients get their birth certificate.

# Help your client apply

### Was your client born in Victoria?

**If yes:** Proceed. Births, Deaths and Marriages Victoria (BDM) can issue certificates for births in Victoria only.

**If no:** Contact the [Registry of the state or territory](https://www.bdm.vic.gov.au/about-us#other-registries-in-australia) in which they were born.

### Help your client to apply for their birth certificate

Your client can either apply online or by post. You can help them with their application.

### You can also:

* **Act as a guarantor** if your client doesn’t have enough proof of identity of their own
* **Apply on their behalf**, if you have their authority to do so (‘Third party authority’).

For more information, see the **document checklist** on page 4.

## Apply offline

Following these steps does not guarantee that BDM will issue a certificate. We still need to assess your client’s application.

### 1. Request a paper application form

Email bdmapplicationmanagement@dgs.vic.gov.au

In the subject line, mention assisting a client who is experiencing homelessness. This helps us manage these enquiries.

### 2. Download a fee waiver application form and attach it to the application

Print and have your client sign the **Fee waiver application form**.

Attach it to their application, along with the evidence they need to provide.

|  |  |
| --- | --- |
| QR code to bdm.vic.gov.au/financial-hardship-fee-waiver | To download the **Fee waiver application form** and view the evidence your client will need to provide, scan the code or visit[bdm.vic.gov.au/financial-hardship-fee-waiver](http://www.bdm.vic.gov.au/financial-hardship-fee-waiver) |

### 3. Attach proof of identity and any other evidence required

Help your client attach the proof of identity that they need to provide.

|  |  |
| --- | --- |
| QR code to bdm.vic.gov.au/proof-identity | For information about **proof of identity**, scan the code or visit[bdm.vic.gov.au/proof-identity](http://www.bdm.vic.gov.au/proof-identity)For more information about our **proof of identity exceptions**, email us at bdmapplicationmanagement@dgs.vic.gov.au  |

All identity documents must be:

* Certified copies. Check the rules about who can certify documents at [justice.vic.gov.au/statdecs](http://www.justice.vic.gov.au/statdecs)
* Current, or dated within the last 12 months. Passports may be current or expired less than 3 years.

You do not need to pay to submit the application.

If you are applying on behalf of your client or acting as a guarantor, you will also need to provide your own proof of identity and supporting documents. See the **document checklist** on page 4.

### 4. Submit the application

Refer to **document checklist** below for other evidence you may need to attach.

Post the forms and the required evidence to:

Registry of Births, Deaths and Marriages Victoria
GPO Box 4332
Melbourne, VIC, 3001

or visit a Justice Service Centre. Find their locations at justice.vic.gov.au/service-locations

## Apply online

The fastest way for your client to apply for a certificate or registration is online.

You can assist them with their application.If applying online, they will need to pay up front. We will then assess whether your client is eligible for a fee waiver.

### 1. Apply online

|  |  |
| --- | --- |
| QR code to bdm.vic.gov.au/get-birth-certificate  | To **apply online**, scan the code or visit[bdm.vic.gov.au/get-birth-certificate](https://www.bdm.vic.gov.au/get-birth-certificate) Note the order number in case you or your client need to follow up with us. |

### 2. Download a fee waiver application form and attach it to the application

If applying online, your client will need to pay upfrontbefore applying for a fee waiver.

Print and have your client sign the fee waiver application form.

Attach it to their application, along with the evidence they need to provide.

|  |  |
| --- | --- |
| QR code to bdm.vic.gov.au/financial-hardship-fee-waiver | To download the **Fee waiver application form** and view the evidence your client will need to provide, scan the code or visit[bdm.vic.gov.au/financial-hardship-fee-waiver](http://www.bdm.vic.gov.au/financial-hardship-fee-waiver) |

### 3. Upload proof of identity and any other required evidence

Help your client attach the proof of identity that they need to provide.

|  |  |
| --- | --- |
| QR code to bdm.vic.gov.au/proof-identity | For information about **proof of identity**, scan the code or visit[bdm.vic.gov.au/proof-identity](http://www.bdm.vic.gov.au/proof-identity)For more information about our **proof of identity exceptions**, email us at bdmapplicationmanagement@dgs.vic.gov.au  |

All identity documents must be:

* Certified copies. Check the rules about who can certify documents at [justice.vic.gov.au/statdecs](http://www.justice.vic.gov.au/statdecs)
* Current, or dated within the last 12 months. Passports may be current or expired less than 3 years.

If you are applying on behalf of your client or acting as a guarantor, you will also need to provide your own proof of identity and any other evidence required. See the **document checklist** on page 4.

### 4. Submit the application to BDM

Help your client to upload the documents with their application.

Refer to **document checklist** below for other evidence you may need to upload.

### 4. Pay and submit the application

Pay the fee to submit the application/ registration.

### 5. Note the order number

Note the order number in case your client needs to follow up with us.

# Document checklist

Remember to provide all documents at the same time (with the application):

[ ]  The **application form**, and payment if applying online

[ ]  **Certified identity documents**, and

[ ]  Any **statutory declarations** or other documents if required.Plus, if applying for fee waiver:

[ ]  **Fee waiver application form**, and

[ ]  A **letter on official letterhead confirming homelessness**, from either:

* A Government agency; or
* A recognised community or outreach organisation.

Extra documents you or your client need to provide will depend on the way you’re supporting your client.

### Guarantor-assisted application

Use when your client does not have enough proof of identity for their application.

#### What to provide

[ ]  Any **proof of identity** your client has that outlines their name. If your client doesn’t have sufficient ID, please [contact us](#_Need_help?_Contact) to learn more about our Proof of identity exception policy.

[ ]  Your own **proof of identity**. If you work in an organisation supporting people experiencing disadvantage, please [contact us](#_Need_help?_Contact) to discuss how you can use your professional ID instead of your personal ID to prove your identity.

[ ]  A **statutory declaration** from both you and your client outlining:

* + How you know each other
	+ How long you have known each other, and
	+ Why they need the birth certificate.

Check out who can witness statutory declarations at [justice.vic.gov.au/statdecs](http://www.justice.vic.gov.au/statdecs)

If there is a problem with the documents provided, we can advise you on next steps.

### Third party assisted application

Use when your client has enough proof of identity, and gives you authority to apply on their behalf.

#### What to provide

[ ]  Your client’s **proof of identity**

[ ]  Your **proof of identity**. If you work in an organisation supporting people experiencing disadvantage, please [contact us](#_Need_help?_Contact) to discuss how you can use your professional ID instead of your personal ID to prove your identity.

[ ]  Plus, either:

* + Our **third party authority form**, signed by both of you, or
	+ A letter that outlines your client’s consent for you to access their birth certificate

|  |  |
| --- | --- |
| QR code to bdm.vic.gov.au/third-party-authority | To download the **third party authority form**, scan the code or visit[bdm.vic.gov.au/third-party-authority](http://www.bdm.vic.gov.au/third-party-authority) |

# Need help? Contact us

We regularly review our website and our policies to meet community needs.

Visit [bdm.vic.gov.au/supporting-people-experiencing-disadvantage](http://www.bdm.vic.gov.au/supporting-people-experiencing-disadvantage) to make sure you have the latest information.

### Contact us

We are here to help. If in doubt, **contact us** to discuss.

* Email bdmapplicationmanagement@dgs.vic.gov.au
* In the subject line, mention assisting a client who is experiencing homelessness. This helps us manage these enquiries.

### Contact our Aboriginal and/or Torres Strait Islander services



Our **Marguk-bulok koolin-ik Team** (Aboriginal Outreach) is here to support Aboriginal and/or Torres Strait Islander people access our services. You can contact them by:

* Calling 0436 528 245
* Emailing bdm.koori@dgs.vic.gov.au