

Supporting your Aboriginal clients to access our services

Births, Deaths and Marriages Victoria



About this resource

This resource is for organisations who support members of the Victorian Aboriginal community experiencing disadvantage. It has been created by the Registry of Births, Deaths and Marriages Victoria (BDM) to help you help your clients get their life event certificate (e.g. a birth certificate).

We have also created resources for specific client groups, such as people experiencing homelessness. For more information on these, turn to the last page of this resource.

Why a birth certificate is important

A birth certificate is the primary identity document used to establish a person's identity. Everyone needs a birth certificate to access:

- government benefits
- education
- childcare
- employment
- assistance with opening a bank account
- Help with housing.

Access to a birth certificate is a universal human right. A birth certificate can form part of a person's connection to their birth family and their cultural identity. It can also provide someone with information they may not already know — for example, where they were born.

We record life events for the Victorian community and issue certificates.

While this resource references birth certificates (as the most common certificate requested by someone experiencing disadvantage) the advice is relevant for our other certificates too.

For people born outside of Victoria, contact the Registry in the state or territory where the birth occurred. If you cannot contact the relevant Registry, email bdm.koori@justice.vic.gov.au and we can help.



We acknowledge Aboriginal and Torres Strait Islander people as the traditional custodians of the land and acknowledges and pays respect to their Elders, past and present.



We value diversity and equality, and are committed to the inclusion of lesbian, gay, bisexual, trans and gender diverse, and intersex Victorians and their families.

Help your clients apply

- 1 Apply offline**
If requesting a fee waiver, your client will need to apply using a paper or emailed form. Request one by emailing bdm.koori@justice.vic.gov.au.
- 2 Print and sign**
You may need to help your client print and/or complete the forms.
- 3 Attach**
Your client must attach all the required attachments at the time of applying. Refer to the instructions for specific groups, below.
- 4 Email**
Email all documents together to bdm.koori@justice.vic.gov.au.

Following these steps does not guarantee that BDM will issue a certificate. The Registrar decides whether to grant or deny applications.

Help for specific client groups

There are specific steps you should follow if you are helping people experiencing homelessness. Visit bdm.vic.gov.au/service-partners for more information.

We have general advice on our website for the following groups:

- Aboriginal and Torres Strait Islander Prisoners
- people experiencing homelessness
- refugees
- survivors of family violence
- people affected by natural disasters.

Visit bdm.vic.gov.au/service-partners for more information.

You can also visit bdm.vic.gov.au for:

- Information in other languages about BDM's services.
- Information in other languages about registering a birth.

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Need help? Contact us

 bdm.koori@justice.vic.gov.au

 bdm.vic.gov.au/koori