

I Am Here: obtaining your identification and vital documents

Queensland

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National Identification Cards

What type of document can youth seek which will allow them to move around the territory and country?

You can obtain a photo identification card.

<https://www.qld.gov.au/transport/licensing/proof-of-age>

What is the process for getting an ID card?

There are two processes available to apply for a photo identification card: firstly, you may apply in person and secondly and secondly, you potentially be eligible to apply by mail if you live in a remote area.

Apply in person:

1. Apply **in person** for a photo identification card at a transport monitoring customer service centre, participating Queensland Government Agency Program Office (QGAP), or a police station that provides licensing services.
2. In order to apply for the card you must:
 - be at least 15 years older
 - complete the photo identification card application (F4772)
 - provide evidence of identity
 - pay the fee (\$77 as at 1 July 2023)
3. If your application is accepted your card will be posted to your mailing address within 21 days.

Apply by mail (if you live in a remote area):

1. Download the photo identification card kit from the Qld government website (linked below). This contains instructions, photo identification card application / replacement application (F4772), a specimen signature form and your digital photo the right way.
2. Print the form on A4 white paper and complete the form using black pen.
3. Get the form signed in the presence of an approved witness which includes:
 - medical practitioner
 - police officer
 - lawyer or judge

- Justice of the Peace or a Commissioner for Declarations
 - notary public or a person authorized by law to witness and sign declarations, consular or ambassadorial officer
4. You must provide 2 identical colour photos. You must also get the photos signed and endorsed (on the back of the photo) by the same witness from step 3. The words that must be used are: "I certify this is a true photograph of [applicant's name] in my presence".
 5. The photos must be: be 35mm wide by 45mm long in size and must not be more than 6 months old
 - be passport quality (automatic machine photographs such as those taken from a photo booth, are not acceptable)
 - be printed on high-quality paper, at a resolution of 600dpi or higher
 - not be digitally altered or manipulated, for example, photo editing to remove spots
 6. You need to provide evidence of your identity
 7. Pay the fee by cheque or money order (NOT cash)
 8. Double check you have done everything in the checklist provided in the photo identification card kit
 9. Submit your application to the following mail address:
Department of Transport and Main Roads
Attention: Manager
Dalby Customer Service Centre
PO Box 767
DALBY QLD 4405

Please see the following link for more information:

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

Where can I find information online about getting an ID?

Please see further information on the Queensland government website at:

<https://www.qld.gov.au/transport/licensing/proof-of-age>

What documents do I have to have to get an ID? Is there any document that I must have to get an ID?

You must complete the Photo Identification Card Application Document to get an ID. This form can be found at the following link:

[https://www.support.transport.qld.gov.au/qt/formsdat.nsf/forms/QF4772/\\$file/F4772_CFD.pdf](https://www.support.transport.qld.gov.au/qt/formsdat.nsf/forms/QF4772/$file/F4772_CFD.pdf)

You must also provide your Evidence of Identity within your application form. This requires you to show either 1 category A document + 2 category B documents **OR** 2 category A documents + 1 category B document. You will need to provide more documents if your name has changed or your Qld residential address is not shown on your documents.

Please refer to the following link for the complete list of Category A and Category B documents:

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

For further information please refer to:

<https://www.qld.gov.au/transport/licensing/proof-of-age>

What if my documents do not have my correct name/address?

Please contact the help centre at:

- calling us on 13 23 80
- visiting a transport and motoring customer service centre
- visiting a Queensland Government Agent Program (QGAP) office
- going to a licence-issuing police station—in rural or remote areas of Queensland.

What if I only have foreign documents?

If you only have foreign documents you may be able to rely on the following Category A documents:

- Australian Migration Status (AMS) ImmiCard
- Permanent Resident Evidence ImmiCard
- Evidence of Immigration ImmiCard
- Foreign Passport
- Department of Foreign Affairs and Trade Document of Identity

If you only have foreign documents you may be able to rely on the following Category B documents:

- Debit or credit card

Please see the following link for the full list of Category A and B documents:

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

What happens if my documents are not accepted to get an ID card?

If you genuinely cannot show any of the required proof of identity documents you can:

- provide a statement from your employer. The statement must be on your employer's letterhead, include the business registration number (ABN, ACN) as well as your full name and residential address. It must also contain the full name, daytime contact number and signature of a person authorised to sign on behalf of your employer. While you may be authorised to sign on behalf of your employer, you cannot complete your own statement.
- provide a completed and verified [Customer Identity Declaration - First Nations Person form F4168](#).

If you are under 18 and cannot show any of these documents, you can:

- visit a transport and motoring customer service centre in your school uniform

OR

- present your student identification card

OR

- have a parent or guardian attend with you and show their driver licence with the same address.

Further, if you cannot show a required evidence of identity document, you can get advice by:

- Calling the Qld help centre on 13 23 80
- visiting a transport and motoring customer service centre
- visiting a Queensland Government Agent Program (QGAP) office
- going to a licence-issuing police station—in rural or remote areas of Queensland.

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

Do I have to be a resident of the territory to get an ID card?

You must ordinarily reside in Queensland to obtain a Queensland ID card.

For further information on eligibility please see:

Photo Identification Card Act 2008 (Qld)

Section 7: Eligibility for card

A person (an eligible person) is eligible to apply for a photo identification card if the person—

- (a) ordinarily resides in Queensland; and
- (b) is at least 15 years.

What does it mean to be a resident of this territory? How do I prove residency?

To be a resident of Queensland you must ordinarily reside in Queensland (i.e. have a residential address in Queensland).

If your evidence of identity documents do not show your current home address in Queensland you will need to prove that you live in Queensland. The list of documents that can be used to show this can be found [here](#).

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

What can I do if I do not have residency in this territory?

You will need to be a resident of Queensland in order to obtain a photo identification card.

Will I need a mailing address? What can I do if I am homeless?

You will need to include a residential address when completing your Photo Identification Card Application Form. You also need to be ordinarily resident in Queensland to apply.

If your application is successful, your photo identification card will be mailed to your mailing address within 21 days. You will need to provide a mailing address for this purpose.

If you are homeless, you may apply to be able to apply for a 12-month free PO Box service at an AU Post Office (once the 12 month expires, you will need to pay in order to keep your PO box). In order to apply for this, you will need to complete a PO Box application form which is available online or at any Post Office. You will also need to present a letter of introduction from the St Vincent de Paul Society (Vinnies).

Some churches, generally larger ones, offer mail services to people without permanent addresses. If you have a church, please contact them to see if this is possible.

Please see the following link for further information:

<https://auspost.com.au/receiving/manage-your-mail/po-boxes-and-private-bags/free-po-boxes-for-homeless>

What is the application process? Can I complete it online?

The application process cannot be completed online.

There are two processes available to apply for a photo identification card: firstly, you may apply **in person** and secondly and secondly, you potentially be eligible to apply by **mail** if you live in a remote area.

Apply in person:

1. Apply in person for a photo identification card at a transport monitoring customer service centre, participating Queensland Government Agency Program Office (QGAP), or a police station that provides licensing services.
2. In order to apply for the card you must:
 - be at least 15 years older
 - complete the photo identification card application (F4772)
 - provide evidence of identity
 - pay the fee (\$77 as at 1 July 2023)
3. If your application is accepted your card will be posted to your mailing address within 21 days.

Apply by mail (if you live in a remote area):

1. Download the photo identification card kit from the Qld government website (linked below). This contains instructions, photo identification card application / replacement application (F4772), a specimen signature form and your digital photo the right way.
2. Print the form on A4 white paper and complete the form using black pen
3. Get the form signed in the presence of an approved witness which includes:
 - medical practitioner
 - police officer
 - lawyer or judge
 - Justice of the Peace or a Commissioner for Declarations
 - notary public or a person authorized by law to witness and sign declarations, consular or ambassadorial officer
4. You must provide 2 identical colour photos. You must also get the photos signed and endorsed (on the back of the photo) by the same witness from step 3. The words that

must be used are: "I certify this is a true photograph of [applicant's name] in my presence".

5. The photos must be:
 - be 35mm wide by 45mm long in size and must not be more than 6 months old
 - be passport quality (automatic machine photographs such as those taken from a photo booth, are not acceptable)
 - be printed on high-quality paper, at a resolution of 600dpi or higher
 - not be digitally altered or manipulated, for example, photo editing to remove spots
6. You need to provide your Evidence of Identity
7. Pay the fee by cheque or money order (NOT cash)
8. Double check you have done everything in the checklist provided in the photo identification card kit
9. Submit your application to the following mail address:
Department of Transport and Main Roads
Attention: Manager
Dalby Customer Service Centre
PO Box 767
DALBY QLD 4405

Please see the following link for more information:

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

Is there an application fee? Is there a waiver option if I cannot afford to pay it?

As at 1 July 2023, the application fee for a Photo Identification Card is \$77.40 (please check the Queensland Government website in case this has changed).

Unfortunately, generally there is no option to have this fee waived (see Photo Identification Card Regulation 2019, reg 9). The only exception to this is very limited and only applies in situations where the applicant had a Queensland driver license that was surrendered or cancelled in specific circumstances.

<https://www.qld.gov.au/transport/licensing/driver-licensing/fees#proofofagefees>

How old do I have to be to apply for an ID card by myself?

You must be at least 15 years old to apply for a Identification Card.

Please see the following link for further information:

<https://www.qld.gov.au/transport/licensing/proof-of-age>

What can I do if I do not have a parent or guardian who can go with me (and the application says I have to have one)?

You do not need to be accompanied by a parent or guardian to apply for a photo identification card in person.

At what age can I get an ID card by myself?

You must be at least 15 years old to apply for a Identification Card.

Please see the following link for further information:

<https://www.qld.gov.au/transport/licensing/proof-of-age>

Are there any special provisions for foster youth (children in custody of the government)?

There are no special provisions for foster youth applying for a Qld Photo Identification Card.

However foster youth support organizations may be able to assist in other ways, please see the following link for more information on this:

<https://www.qfkc.com.au/>

Are there any special provisions for homeless youth?

There are no special provisions for homeless youth seeking to apply for an ID card. However, it may be helpful to contact various Queensland Organizations that provide support to homeless youth.

Please refer to the following link for more information on Queensland homelessness organizations:

<https://www.qyhc.org.au/info-young-people/housing/specialist-homelessness-services/>

Will I have to take a test?

You do not need to take a test to apply for a photo identification card.

If applicable, do I have to make an appointment to take the test?

You do not need to take a test to apply for a photo identification card.

Driver's License

What organization issues a driver's license in this territory?

Department of Transport and Main Roads

What is the process for getting a driver's license?

You need to successfully [complete Prepl](#) (online learning course) or pass a [written road rules test](#) (The questions in the written road rules test come from [Your Keys to Driving in Queensland](#) which has information on Queensland road rules, driver licensing requirements and sample test questions.). You must also be [medically fit](#) to drive.

Where can I find information online about getting a driver's license?

<https://www.qld.gov.au/transport/licensing/driver-licensing/applying/learner>

What documents do I have to have to get a driver's license? Is there any document that I must have to get a driver's license?

- your evidence of identity
- if needed, a medical certificate from your doctor stating that you are fit to drive

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity#name>

What if my documents do not have my correct name/address?

If you have changed your name, or the details of your name are different on your identification documents, you must show an original, official document that provides evidence of your change of name.

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity#name>

What if I only have foreign documents?

You can provide:

- Department of Immigration and Border Protection or Department of Home Affairs document
- Foreign passport

- Convention Travel Document
- Debit or credit card—must include embossed or printed name

What happens if my documents are not accepted to get a driver's license?

If you genuinely cannot show any of the require proof of identity documents you can:

- provide a statement from your employer. The statement must be on your employer's letterhead, include the business registration number (ABN, ACN) as well as your full name and residential address. It must also contain the full name, daytime contact number and signature of a person authorised to sign on behalf of your employer. While you may be authorised to sign on behalf of your employer, you cannot complete your own statement.
- provide a completed and verified [Customer Identity Declaration - First Nations Person form F4168](#).

If you are under 18 and cannot show any of these documents, you can:

- visit a transport and motoring customer service centre in your school uniform

OR

- present your student identification card

OR

- have a parent or guardian attend with you and show their driver licence with the same address.

Further, if you cannot show a required evidence of identity document, you can get advice by:

- calling us on 13 23 80
- visiting a [transport and motoring customer service centre](#)
- visiting a [Queensland Government Agent Program \(QGAP\) office](#)
- going to a licence-issuing [police station](#)—in rural or remote areas of Queensland.

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

Do I have to be a resident of the territory to get a driver's license?

Yes, you will need to be a resident of Queensland to get a Queensland driver's licence.

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity#address>

For people traveling in Australia:

Most Australian states and territories allow visiting drivers to drive indefinitely on their overseas license as long as it is current. It is only when there is a change in visa/citizenship status, or the overseas license expires that an overseas driver is required to take out an Australian issued driver license. If your overseas license ceases to be valid, you may be eligible to apply for an Australian license.

Please see your relevant state or territories fact sheet for further guidance.

For permanent residence:

A person who enters Australia on a permanent Visa or who is a permanent resident may drive on their current overseas license for three months after arriving in Australia. If they wish to continue to drive after the three months, they must apply to the relevant authority prescribed in your State or Territory.

<https://austroads.com.au/drivers-and-vehicles/overseas-drivers#:~:text=Most%20Australian%20states%20and%20territories.apply%20for%20an%20Australian%20licence.>

What does it mean to be a resident of this territory? How do I prove residency?

Evidence of Queensland residency

To be a resident of Queensland you must ordinarily reside in Queensland (i.e. have a residential address in Queensland).

If your evidence of identity documents do not show your current home address in Queensland you will need to prove that you live in Queensland. The list of documents that can be used to show this can be found [here](#).

<https://www.qld.gov.au/transport/licensing/driver-licensing/identity>

Evidence of Australian residency

Evidence must be provided by the individual that they:

- are an Australian citizen, or
- hold a
 - permanent visa
 - special category visa, or
 - special purpose visa, and
- intend to remain in Australia permanently.

Suitable evidence of Australian residency may include:

- information obtained from the Department of Home Affairs verifying the date of arrival, residence status, etc.

- a passport
- a citizenship certificate, or

a [visa](#) or travel documents from the Department of Home Affairs stating that the person has been granted permanent residence.

What can I do if I do not have residency in this territory?

You will need to be a resident of Queensland in order to obtain a Queensland Driver's licence.

Will I need a mailing address? What can I do if I am homeless?

If your evidence of identity documents do not show your current home address in Queensland you will need to prove that you live in Queensland.

- If you genuinely cannot show any of these documents you can:
 - complete the Queensland residency declaration form (F4208)
 - complete the [Queensland garaging address statement form \(F4408\)](#)
- provide a statement from your employer. The statement must be on your employer's letterhead, include the business registration number (ABN, ACN) as well as your full name and residential address. It must also contain the full name, daytime contact number and signature of a person authorised to sign on behalf of your employer. While you may be authorised to sign on behalf of your employer, you cannot complete your own statement.
- provide a statement from your educational institution's administrator. The statement must be on the educational institution's letterhead, provide the full name, daytime contact number and signature of the administrator. It must also contain your full name, date of birth, residential address and student identification number. To support this statement, you will need to show your current student identity card.

What is the application process? Can I complete it online?

[Car learner licence](#) - yes you can complete this online

[Provisional \(P1/P2\) licence](#) - If you are under 25 years of age, you will need to [book and pass your practical driving test](#) to get your P1 licence. You cannot take the practical driving test until you are at least 17 years of age and have met the logbook requirement.

Is there an application fee? Is there a waiver option if I cannot afford to pay it?

Yes for a learner license it is \$75 and for a provisional license it is \$88.30.

<https://www.qld.gov.au/transport/licensing/driver-licensing/fees#learner>

There are **no concessions available for licence fees**, but you may be eligible for [concessional registration](#) and [other discounts](#).

How old do I have to be to apply for a driver's license by myself?

[Learners license](#) – 16

[Provisional license](#) - 17

What can I do if I do not have a parent or guardian who can go with me (and the application says I have to have one)?

Not required if you are of age

<https://www.legalaid.qld.gov.au/Find-legal-information/Cars-and-driving/Young-driver-laws>

At what age can I get a driver's license card by myself?

[Learners license](#) – 16

[Provisional license](#) - 17

<https://www.legalaid.qld.gov.au/Find-legal-information/Cars-and-driving/Young-driver-laws>

Are there any special provisions for foster youth (children in custody of the government)?

Young people who are living independently may be provided with financial assistance from the Department of Children, Youth Justice and Multicultural Affairs, for travel related costs, such as the purchase or reimbursement of fares (e.g., bus, train ticket or taxi fares). It is not clear whether this funding can be provided to help obtain a driver's licence, however you can contact the Department and ask.

<https://www.dcssds.qld.gov.au/resources/dcsyw/foster-kinship-care/crc-travel-procedure-645-3.pdf>

Alternatively, foster youth support organizations may be able to assist in other ways, please see the following link for more information on this:

<https://www.qfkc.com.au/>

Are there any special provisions for homeless youth?

Unclear however there are charity organisations that support youth in getting license where it is difficult to do so on their own: <https://www.salvationarmy.org.au/driveforlife/>

Will I have to take a test?

Learner:

PrepL will take around 4-6 hours to complete. You will have 12 months to complete the course from the date of your enrolment. Assessment components are embedded in the course and unlocked through completing different learning stages.

If you don't pass the final test on your first go, you will need to wait 24 hours before you can have another attempt. You don't have to pay another fee to re-attempt.

<https://www.qld.gov.au/transport/licensing/getting/learner/prepl/prepl/prepl-online-learning-and-assessment>

Provisional:

If you are under 25 years of age, you will need to **book and pass your practical driving test** to get your P1 licence. You cannot take the practical driving test until you are at least 17 years of age and have met the logbook requirements.

<https://www.qld.gov.au/transport/licensing/driver-licensing/applying/provisional/p1>

<https://www.qld.gov.au/transport/licensing/getting/practical-tests>

If applicable, do I have to make an appointment to take the test?

Learner - no you can just do the test [online](#) at your own pace

Provisional - yes you will need to book a [practical test](#)

Where can I take the driving test? What can I do if I cannot get to a testing location?

<https://www.service.transport.qld.gov.au/SBSExternal/public/WelcomeDrivingTest.xhtml?dsid=4090>

Saturday tests are available at the following locations only:

- Caboolture
- Greenslopes
- Logan
- Maroochydore
- Southport
- Zillmere

Do I need to get a permit or authorization to practice driving before I get my driver's license?

A learner licence allows you to drive a car under supervision. Your supervisor must have held an open licence for at least one year and currently hold an open licence (for example, their licence must not be expired or suspended).

<https://www.qld.gov.au/transport/licensing/driver-licensing/applying/learner>

Birth Certificate

What is the document detailing a person's birth called in this territory?

A birth certificate.

I'm not sure I have a birth certificate, what can I do to find out if I have one and where to get it?

If you are not sure if you have a birth certificate, you can search the online indexes at the Queensland Registry of Births, Deaths and Marriage.

This index can be found at the following link: <https://www.familyhistory.bdm.qld.gov.au/>

If you do have a birth certificate, however you do not have a copy, you can apply for a copy at the following link: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/applying-for-a-birth-certificate>

How do I get a copy of my birth certificate?

If you (or the person you are applying for) were born or adopted (and registered) in Queensland, you must make an application to get a copy of your birth certificate. Details may be found at the following link: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/applying-for-a-birth-certificate>

If your birth was not registered in Queensland, a birth certificate is not able to be issued. For further information, please see: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj0o-SKjtSDAxW7T2wGHaetC74QFnoECA8QAw&url=https%3A%2F%2Fwww.publications.qld.gov.au%2Fdataset%2Fe061200f-7076-4c97-9b1c-8dad7f58258a%2Fresource%2F7af01605-aced-41e3-9374-758b6a6976cd%2Fdownload%2Fdp3_registration_and_access_pbs_1_3.pdf&usq=AOvVaw3ciXNMWvviPC-2rQsHSS3H&opi=89978449

Can I order my birth certificate online?

You can fill out the a birth certificate application form and pay the fee online.

However, the copies of your proof of identification supporting documents must be submitted by post or in person.

For further information, please see: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/applying-for-a-birth-certificate>

What documents will I need to get my birth certificate?

You will need to provide 3 forms of current identification.

This could be 1 form of identification from each category OR 2 from Community ID and 1 from the Home address evidence category.

Types of ID (categories)

Personal ID

- Australian photo driver licence
- Australian passport
- Overseas passport
- Adult proof of age card (formerly 18+ card)

Community ID

- Medicare card
- Concession or health care card
- Student ID
- School or other educational report from the last 12 months
- Salary advice or payslip
- Private health provider ID card
- Defence force or police service identification card
- Australian firearms licence
- Document of identity issued by the passport office
- Naturalisation, citizenship or immigration certificate
- Full birth certificate
- Security guard or crowd control licence
- Government employee photo ID
- Blue card

Home address evidence

Note: Only provide the page with your name and current home address details.

- Recent utility account—such as gas, electricity, home phone
- Rent or lease agreement
- Rates notice
- Vehicle registration or driver licence renewal notice
- Recent official letter from other government service providers (not us)
- Electoral enrolment document
- Insurance policy notice

For further information, please see: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/applying-for-a-birth-certificate#lightbox-uid-0>

What happens if I don't have some or all of the documents that are required?

If you don't have all of the proof of identification required, you can not be sent a birth certificate until you prove your identity. You can contact Queensland Births, Deaths and Marriages at the following:

- Online: our general enquiry form.
 - <https://www.forms.services.bdm.qld.gov.au/#/generalenquiry>
- By phone: local call* 13 QGOV (13 74 68)
- International +61 7 3328 4811 (+10 hours UTC)

(Phone lines are open Monday–Friday, 8.30am–4.30pm)

The following link contains a helpful survey to determine if you can get a birth certificate:

<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/fill-in-a-birth-certificate-application-form#:~:text=use%20this%20form-,We%20can%20only%20issue%20a%20birth%20certificate%20if%20the%20birth,and%20apply%20for%20a%20certificate.>

How old do I have to be to get a copy of my birth certificate by myself?

There is no age limit for obtaining your birth certificate, granted that you have all the adequate proof of identification documents and can fill out the application.

The application can be found here: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/fill-in-a-birth-certificate-application-form#:~:text=use%20this%20form-,We%20can%20only%20issue%20a%20birth%20certificate%20if%20the%20birth,and%20apply%20for%20a%20certificate.>

What can I do if I do not have a parent or guardian who can go with me to get a birth certificate (and the application says I have to have one)?

You do not require a parent or guardian to apply for your own birth certificate.

What is the cost to get a birth certificate?

The cost of a birth certificate is as follows:

- Official birth certificate (standard postage included): \$54.40
- Urgent application: \$32.20

Note: if you would like to purchase a commemorative birth certificate (note: this is a keepsake and not official proof of identity document) in addition to the original official birth certificate, this will cost \$70.70.

For further information, please see: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/applying-for-a-birth-certificate>

Is there a waiver if I cannot afford the fee?

If you are suffering financial hardship and have an immediate need for a birth certificate, you may apply to have the fee waived.

You must complete an application for each person who needs a fee-waived certificate.

Your application will need to be submitted with the following documents:

1. Evidence of financial hardship; and
2. Evidence of immediate need; and
3. Proof of ID for the person applying.

Examples of these documents are as follows:

Evidence of financial hardship

- You must provide evidence showing why the certificate fee can't be paid, for example a combination of your most recent:
 - current healthcare or pension cards
 - Centrelink support payment statement
 - bank statements, payslips or proof of income
 - evidence of employment circumstances
 - evidence of inability to access funds, such as a letter from a

- domestic violence support service, doctor, counsellor, or social worker verifying that a domestic violence situation prevents you from accessing funds
 - letter from a temporary or crisis accommodation provider verifying that the person is vulnerable and currently using their services.
- You may need to provide more than 1 of these documents to show financial hardship.

Evidence of immediate need –

- Your application must also include evidence that shows how the certificate will fix a current problem that you are experiencing. For example:
 - a letter from a school for your child, which states
 - you must provide a birth certificate to the school
 - a due date within 28 days of the application
 - a written offer of accommodation, employment, medical treatment, or other substantial service (e.g., Centrelink) that states there is a
 - requirement to provide a birth certificate (or other life event certificate) as proof of identity
 - due date within 28 days of the application.

The following guide goes into detail about the fee waiver policy:

<https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/e9ae4e47-52c4-4409-98ad-d7312a86ecdb/fee-waiver-policy.pdf?E Tag=f7aecb6c57eec4e9ecb7918d0f725f79>

For more information, please see: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/fee-waived-certificates>

Are there any special laws or provisions that can help get a birth certificate if I have been in the foster care system (children in custody of the government)?

It does not appear that there are any other special provisions that may assist those experiencing homelessness.

However, you should contact the Births, Deaths, and Marriages office and explain your situation and inquire if there is any assistance.

Are there any special laws or provisions that can help get a birth certificate if I am homeless?

If you are homeless it may be possible to get one of your Queensland birth certificates without paying the application fee. This fee waiver is available if you are experiencing

financial hardship and have an immediate need for it. However, each request is considered on its own merit.

A separate application must be completed for each person needing a fee-waived certificate. If your application is approved, your certificate will be sent for free by standard post.

<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/fee-waived-certificates>

It does not appear that there are any other special provisions that may assist those experiencing homelessness.

However, you should contact the Births, Deaths, and Marriages office and explain your situation and inquire if there is any assistance.

Where do I get my birth certificate if I was born in another country?

If you were not born in Queensland, and you were born in Canada, England and Wales, New Zealand or the United States of America, you should contact their overseas registry offices (relevant links to these sites are contained in the link below).

If you were born in a different country, please contact the foreign embassy for that country (<https://protocol.dfat.gov.au/Public/MissionsInAustralia>)

For further information, please see: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/interstate-and-overseas-registry-offices>

Is there a way to get my birth certificate without going somewhere in person?

Yes, you can fill out the application online, post your proof of identification documents to the Registry of Births, Deaths and Marriages, and have your birth certificate posted to you.

The application can be found here: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/fill-in-a-birth-certificate-application-form>

Where can I find information online about getting a birth certificate?

The following link outlines the process of getting a birth certificate in Queensland, Australia: <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates/birth-certificates/applying-for-a-birth-certificate>

Making changes to government ID documents

What vital doc should I start with to change my name? Is the process easier for one of the IDs?

If born or adopted in Queensland, you will be able to choose either an updated birth certificate or a change of name certificate (or both). This is the vital doc to start with. You can change your legal name in Queensland once every 12 months if you are 18 or older.

If you are under 18, you may change your name via the following:

- With both parent's permission (or guardian). They will have to apply to the Registry of Births, Deaths and Marriages to change your name).
- With one parent / guardian's permission (if only one parent is named on the birth certificate, one parent has died, or one parent applies to the Magistrates Court to change their name and the court agrees.
- Without your parent's permission, which will require going to court.

How do I change my name on my birth certificate?

If you are under 18, to change the name on the birth certificate, your parents/guardians must make a change of name application to the Registry of Births, Deaths and Marriages.

The application fee includes 1 free certificate, you will have to pay for additional certificate. The change of name certificate only provides some birth information, the new name and any previous change of name registered in Queensland.

Details of how to apply are in the following link:

<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/changing-your-name/changing-your-childs-name/changing-your-queensland-born-or-adopted-childs-name/changing-your-childs-name-born-or-adopted-queensland>

If you are 18 or over, you may change your name on your birth certificate by making an application to the Registry of Births, Deaths and Marriages, without requiring a parent / guardian.

Details of how to apply are in the following link:

<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/changing-your-name/changing-your-name-as-an-adult/changing-your-name-if-you-were-born-or-adopted-in-queensland>

How do I change my name on my ID?

If you hold a Queensland, driver licence you must tell the Department of Transport and Main Roads within 14 days if you change your name.

When the Department is notified that you have changed your name, all products you have with the Department in your name will be updated, including your:

- Driver's licence
- **Photo ID card, adult proof of age (18+) card**
- Vehicle registrations

How do I change my name on my driver's license?

If you hold a Queensland, driver licence you must tell the Department of Transport and Main Roads within 14 days if you change your name.

When the Department is notified that you have changed your name, all products you have with the Department in your name will be updated, including your:

- Driver's licence
- **Photo ID card, adult proof of age (18+) card**
- Vehicle registrations

Further details are provided in the following link:

<https://www.qld.gov.au/transport/licensing/update/details>

At what age can I change my name by myself?

18 years old.

What can I do if I have no parent or guardian and want to change my name and do not have anyone who can help me?

We have assumed this question refers to "do not have a parent or guardian with to change my name".

If so, there may be options to change your name that involve going to court. Legal Aid or youth legal services may be able to assist.

What vital doc should I start with to change my gender marker? Is the process easier for one of the IDs?

To note a change of gender marker, the birth certificate is the vital doc to start with.

How do I change my gender marker on my birth certificate?

You can apply to note your change of gender marker by making a change of sex application form. This can only be done if:

- You are at least 18 – a child's parents or guardians can apply with court approval (one parent or guardian can apply in some situations)
- You have two doctors complete the statutory declaration sections of the application form confirming your surgery. A recognition certificate may be accepted in place of the two doctors statutory declarations.
- Return your old certificate to use for replacement, if you have one.

Further details are provided in the following link:

<https://www.qld.gov.au/>

How do I change my gender marker on my ID?

To change your gender on your ID card, you must visit a transport and motoring customer service centre (department that issued the ID card) with:

- Evidence of your identity
- Evidence of your name change if you have changed your name
- Either a valid Australian Government travel document (e.g., passport) confirming recorded sex/gender has been update **OR** an Australian birth certificate or recognised details certificate issued by the Registry of Births, Deaths and Marriages, which confirms your recorded sex/gender has been updated **or** a letter on a doctor's or psychologist's official letterhead certifying the new sex/gender.

How do I change my gender marker on my driver's license?

Your gender has no bearing on your eligibility to obtain a driver licence and is not relied on to verify your identity. The gender indicator was removed from QLD driver licences on 1 October 2016.

To change your gender on the licence record, you must visit a transport and motoring customer service centre with:

- Evidence of your identity

- Evidence of your name change if you have changed your name
- Either:
 - A valid Australian Government travel document (e.g., passport) confirming recorded sex/gender has been update **OR**
 - An Australian birth certificate or recognised details certificate issued by the Registry of Births, Deaths and Marriages, which confirms your recorded sex/gender has been updated **OR**
 - A letter on a doctor's or psychologist's official letterhead certifying the new sex/gender.

See further information in the following link:

<https://www.qld.gov.au/transport/licensing/update/details>

At what age can I change my gender marker by myself?

18 years old.

What can I do if I don't have a parent or guardian and want to change my gender marker and do not have anyone who can help me?

If you are under 18, you will need a parent or guardian to make the application. Where you have no parent or guardian, it is recommended to seek legal aid or youth legal services for assistance (e.g., in applying to the court).

Disclaimer

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