

NSW RSA/RCG Photo Competency Card

Getting it | Keeping it

Getting it

There are 3 simple steps to getting your card.

Congratulations on passing your Responsible Service of Alcohol (RSA) or Responsible Conduct of Gambling (RCG) course.

With your interim certificate you can now apply for your RSA/RCG photo competency card.

1. BOOK A TIME AT AUSTRALIA POST

Go online at www.olgr.nsw.gov.au/photocard or call **137 678** to find your nearest participating Australia Post outlet and to book an appointment. NOT all Australia Post outlets can process photo competency card applications. **So check first!**

2. GET YOUR IDENTITY DOCUMENTS READY

In order for Australia Post to process your card application you will need to have your interim certificate and the correct documents to prove your identity.

These must be original documents (unless otherwise stated) to the value of at least 100 points that prove your identity. Details of acceptable documents are listed on your interim certificate. Please read this information carefully to make sure you have the right documents to take to Australia Post.

3. GO TO YOUR AUSTRALIA POST INTERVIEW

- Attend the interview in person (other people can't apply for the photo competency card for you).
- Take along your interim certificate.
- Bring the right documents that prove your identity (100 points or more). If you don't do this, your application can't be processed by Australia Post.

Your photo will be taken at Australia Post as part of the application process. Your card will be ordered and sent to you within 10 - 15 working days.

Your interim certificate - check the expiry date

You can use your interim certificate straight away to work in jobs that require an RSA or RCG competency - but only until the expiry date on your interim certificate. Make sure you check the expiry date. You can't work after that date without your photo competency card.

Keeping it

Your responsibilities

- By law, you must have the photo competency card with you when you are working in jobs that require RSA or RCG qualifications.
- If a police officer or an inspector from the Office of Liquor, Gaming and Racing asks to see your photo competency card, you must show it. If you don't, you can be fined.
- If you change your address details or change your name, you must advise OLGR by downloading and completing a form from the OLGR website.
- If the card is lost or stolen, you should report the matter to the Police and contact the Office of Liquor, Gaming and Racing as soon as possible.
- You cannot legally work in a job that requires an RSA or RCG competency using an expired interim certificate or an expired photo competency card.

Look after your card

Your photo competency card is essential for any job that requires RSA or RCG qualifications. Make sure you look after it - just as you would your driver's licence or other important documents.

FAQs

What if my photo competency card is lost or stolen?

You need to report the matter to Police and also complete a replacement card form from the Office of Liquor, Gaming and Racing (OLGR) website as soon as possible.

How do I get a replacement card?

Download and complete the replacement card form at www.olgr.nsw.gov.au/photocard. A replacement card will cost \$30.

What if my address details change?

Download and complete the change of details form at www.olgr.nsw.gov.au/photocard.

What if I change my name after I get my photo competency card?

Download and complete the replacement card form available from the OLGR website www.olgr.nsw.gov.au/photocard.

What happens if I lose my interim certificate?

Contact the training organisation where you did your course to get another copy. If you cannot, contact OLGR.

My name is wrong on the interim certificate. What do I do?

You must complete the name amendment form from the OLGR website www.olgr.nsw.gov.au/photocard. A new interim certificate with your correct name can then be issued to you by the training organisation you did the course with. You can then apply for your photo competency card at Australia Post using the new certificate.

How long does the card last?

The competency card lasts for five years. You will need to renew the card before the expiry date on the card.

More questions?

The Office of Liquor, Gaming and Racing website www.olgr.nsw.gov.au/photocard has lots of info about the RSA/RCG photo competency card.

You can also email competencycard@communities.nsw.gov.au or call **02 9995 0900**.