

Change of RSA/RCG competency card holder contact details



Before you complete this form

What this form is for

If you have a current RSA or RCG competency card and your contact details have changed, you should complete this form as soon as possible.

Your up-to-date mobile number and email address is required for email and/or SMS notification of when your competency card renewal is due, and to gain access to the digital version of your competency card using the [Service NSW app](#).

- ▲ **Don't use this form** if your details are wrong on your interim certificate. You'll need to use the CC0300 'Amendment to RSA/RCG interim certificate' form available at liquorandgaming.nsw.gov.au.
- ▲ **Don't use this form** if your RSA competency card has been lost or stolen, was never received, or needs a name change. You'll need to use the CC0500 'Replacement competency card' form available at liquorandgaming.nsw.gov.au.

Note:

You cannot work without a valid competency card or interim certificate if your work involves any of the following:

- ▲ selling, serving or supplying alcohol in licensed businesses or working with gaming machines in hotels and clubs in NSW
- ▲ being an RSA marshal or security guard in the liquor or gaming industry
- ▲ staffing an ID scanner in Kings Cross.

Cost

There is no fee for this service.

How this application will be processed

You will receive an email confirming the details you have provided. You will not receive a new RSA/RCG competency card.

If information is missing, we'll need to ask you to supply the required information to support the application. This may delay our response.

Please check

- Have you answered all questions in Parts 1 to 3?
- Have you read and signed Part 4?

How to lodge this form

@ competencycard@justice.nsw.gov.au
Include 'CC0400 Change of RSA/RCG competency card holder contact details' in the subject line.

✉ Competency Cards
Liquor & Gaming NSW
GPO Box 7060
Sydney NSW 2001

📍 Liquor & Gaming NSW
Level 6, 323 Castlereagh Street
Haymarket NSW 2000
Monday–Friday, 9am–5pm

Provide all pages of this application and supporting documents. There's no need to include this introduction page.

Need more information?

🔍 liquorandgaming.nsw.gov.au

Search for 'Competency cards'.

@ competencycard@justice.nsw.gov.au

📞 1300 024 720

Your privacy

We will handle your personal information in accordance with the *Privacy and Personal Information Protection Act 1998*. It is being collected by Liquor & Gaming NSW and will be used for the purpose of processing your application and may be disclosed to other Government agencies for this purpose. You have the right to request access to, and correct details of, your personal information held by us. You can access further information on privacy at liquorandgaming.nsw.gov.au.

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Change of RSA/RCG competency card holder contact details



OFFICE USE ONLY CC0400

By Email Mail OTC

Date lodged

Application no.

Finalised by

Date finalised

Notification issue date

Part 1 Competency card details

RSA/RCG competency card no.

CCH

Part 2 RSA/RCG competency card holder details

Mr Ms Mrs Miss Other

Given name

Middle name

Family name

Date of birth

Part 3 Updated contact details

- ▲ Please provide all current details even if you don't think they have changed.
- ▲ Your email address and/or mobile number are required to receive renewal alerts, renew your competency card, and access your digital competency card.

Email

Contact phone

Residential street address

Suburb/town/city

State Postcode

Country if not Australia

Correspondence address as above

Correspondence address

PO box or street address

Suburb/town/city

State Postcode

Part 4 Declaration

- ▲ I declare that the information I have provided is true, correct and complete, and that I have made all reasonable enquiries to obtain the information required to complete this form.
- ▲ I acknowledge that the failure to provide all required information may result in an inability to process this application or a delay in the processing of this application.
- ▲ I acknowledge that it is an offence to provide false or misleading information.
- ▲ I understand that specific details I have provided may be 'personal information' under the *Privacy and Personal Information Protection Act 1998*.

Name

Signature

Date