

Replacement RSA/RCG competency card

Before you complete this form

What this form is for

If your current RSA/RCG competency card has been lost or stolen, was never received or needs a name change, and you require a replacement **physical** card, you should complete this form as soon as possible.

You can use the online version of this form by visiting onegov.nsw.gov.au

Remember, you can still use the **digital** version of your RSA/RCG competency card, and it's free. Access it through the [Service NSW app](#).

Don't use this form if your card has expired. To be issued with a new card:

- ▲ within 28 days of expiry you should complete an online refresher course provided by Liquor & Gaming NSW (L&GNSW).
- ▲ more than 28 days after expiry, you must complete a new RSA/RCG course.

Please allow 4 weeks for processing and delivery of your replacement RSA/RCG competency card.

Note:

You cannot work without a valid RSA/RCG competency card or interim certificate if your work involves:

- ▲ selling, serving or supplying alcohol in a licensed business, 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

Consult the [RSA Fee Schedule](#) to calculate your renewal fee. Fees paid by credit card will include a 0.4% surcharge. GST is included. Fees are subject to change without notice. The fee can be waived if the card was never received and you provide evidence of other mail that was delivered to the listed address.

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?
- If changing name, have you attached required proof documents?
- Have you attached evidence of mail being delivered to the listed address if applying for fee waiver?
- Have you read and signed Part 4?
- Have you checked the [RSA Fee Schedule](#) to calculate your fee is correct?
- Have you completed your credit card details, with signature, or enclosed payment?

How to lodge this form

You can lodge the online version of this form by visiting onegov.nsw.gov.au

@ competency.card@liquorandgaming.nsw.gov.au
Include 'CC0500 Replacement RSA/RCG competency card' 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 with payment. There's no need to include this introduction page.

Need more information?

🔍 liquorandgaming.nsw.gov.au
Search for 'Competency cards'.

@ competency.card@liquorandgaming.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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Replacement RSA/RCG competency card

OFFICE USE ONLY

CC0500

By Email Mail OTC

Date lodged

Amount paid

Receipt no.

Application no.

Finalised by

Date finalised

Notification issue date

Will your new card require a name change?

No Go to Part 3

Yes

Name shown on current competency card

Important: Please provide proof of name change, e.g. change of name certificate (registry issued), marriage certificate (registry issued or foreign translation), or Australian divorce papers (Family Court issued).

Part 3 Contact details

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

This is where replacement card will be sent via Australia Post regular service.

Part 1 Competency card details

RSA/RCG competency card number If known

CCH

Competencies listed on card

- RSA (Class A)
 RCG (Class G)
 Privacy (Class P)

Part 2 Card holder details

You must enter your full name exactly as it appears on your proof of identity documents.

Mr Ms Mrs Miss Other

Given name (may be more than one)

Middle name (may be more than one)

Family name

Date of birth

Correspondence address

PO box or street address

Suburb/town/city

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State

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Postcode

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Part 4 Reason for competency card replacement

Please check all that apply.

- Lost card
- Card stolen
- Card damaged
- Card never received (attach evidence for fee waiver)
- Change of name
- Other (please describe):

Part 5 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

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Date

DD / MM / YYYY

Part 6 Payment

Consult the [RSA Fee Schedule](#) to calculate your renewal fee.

Please pay by:

- Credit card Cheque Cash Money order

Credit card payments

A surcharge of 0.4% is added to credit card payments.

Card type MasterCard Visa

Card number

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Name on card

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Expiry date

MM / YYYY

Cardholder signature

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Date

DD / MM / YYYY

Cheque payments

Please cross and mark 'Not negotiable'. Make payable to 'Liquor & Gaming NSW'.

Drawer name

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