



Victor Dominello

Minister for Customer Service and Digital Government

Mark Coure

Minister for Multiculturalism

Minister for Seniors

MEDIA RELEASE

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NEW SERVICE HELPING VICTIMS RECOVER FROM IDENTITY THEFT

It is now easier for victims of identity theft to take back control of compromised documents thanks to a new service launched by the NSW Government.

ID Support NSW is a nation-leading service that acts as a one-stop-shop for victims of the crime to seek help and securely recover Government documents and private information, such as their driver's licence and birth certificate.

Minister for Customer Service and Digital Government Victor Dominello said the service is about making the process for people to recover more efficient.

"ID Support NSW takes the pressure away by bringing all the key call points into one location—NSW Police, Transport for NSW, Service NSW, The Office of the Children's Guardian and Births Deaths and Marriages," Mr Dominello said.

"Through the service, people can also access counselling services and even advice on how to protect themselves in the future."

Minister for Seniors Mark Coure said this new service will be a great support to older Australians, who are disproportionately affected by the crime.

"It can be incredibly distressing having your identity stolen, especially for older Australians who represent 37 per cent of all reported cases," Mr Coure said.

"Victims of the crime can lose an average of \$4,000 and spend a total 34 hours talking to individual people to try to solve the problem.

"This service will help seniors have more of a fighting chance to recover their documents and information."

ID Support NSW operates between 9am and 6pm from Monday to Friday via the toll-free number 1800 001 040. For more information on ID Support NSW, visit <https://www.nsw.gov.au/id-support-nsw>

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