

Introduction to the NSW Registry of Births, Deaths & Marriages

The Registry's role is to maintain accurate and secure records of life events in NSW, including the registration of deaths as one of its key functions.

Funeral directors assist the Registry by submitting death registrations on behalf of their clients. To complete a death registration, funeral directors must submit two critical documents to the Registry:

1. Medical Certificate Cause of Death (MCCD) – issued by a medical practitioner.
2. Death Registration Statement (DRS) – completed with the necessary personal details of the deceased.

By fulfilling this role with diligence and care, funeral directors help ensure that the Registry's records remain reliable and that families receive timely support during a difficult time.

Ways of working with the Registry

Funeral directors in NSW can learn how to register for and access eRegistry, register a death and order a death certificate here: <https://www.nsw.gov.au/funeral-directors>

How to use eRegistry

What is eRegistry?

- eRegistry is the online tool for funeral directors to register deaths in NSW.

Benefits of using eRegistry

- Instead of posting documents to us, you can attach scanned copies direct to eRegistry.
- Complete a registration in just minutes.
- Order the official death certificate at the same time for faster delivery.

How to use eRegistry

- You can now follow along to eRegistry tutorial videos for technical support, including:
 - [Login to eRegistry](#)
eRegistry is the online platform used to submit all your death registrations, also known as 'notifications'. This short tutorial will guide you on how to log in to the eRegistry.
 - [How to submit a death notification](#)

A death registration can be completed entirely online through eRegistry. This short tutorial will show you how to submit a death notification once it is ready to be registered.

- [How to view, edit and delete a draft death notification](#)

You do not need to complete a death notification in one sitting. If you need more time, you can save a draft notification that you can revisit anytime. This short tutorial will show you how to view, edit and delete a draft notification that has been saved in eRegistry.

- [How to order a death certificate and make payment](#)

A death certificate is a legal document used in estate and will proceedings and to commemorate the death of the individual. This short tutorial will guide you on how to order and pay for a death certificate through eRegistry.

- [Password Reset/Forgotten Password](#)

If you have forgotten your eRegistry password or need to change it at any time, watch this short tutorial for a step-by-step guide on how to do so.

How to contact the NSW Registry of Births, Deaths & Marriages

- For death registrations, email: bdm-edeadths@customerservice.nsw.gov.au.
- For eRegistry access and technical difficulties, email: eRegistry-support@customeservice.nsw.gov.au.
- For submitting correct an entry applications, email bdmamendments@customerservice.nsw.gov.au.

Stay connected section

Registry communications

The NSW Registry sends out quarterly newsletters and does quarterly webinars for all eRegistry users. Please make sure you [sign up to eRegistry](#) to be the first to know about upcoming webinars, important updates, and opportunities to share your thoughts through surveys and feedback.

Helpful resources

Quick Reference Guide

The NSW Registry has created a [Quick Reference Guide](#) to assist you. This resource includes essential information on completing death registrations, support on how to use eRegistry, and key contact details.

[Link to QRC]: <https://www.nsw.gov.au/sites/default/files/noindex/2025-02/Funeral-Director-Quick-Reference-Guide-2025.pdf>

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