



NSW Police Force
www.police.nsw.gov.au

What's New

NSW Firearms Registry now using SMS notifications

SMS messages are a fast and effective way to convey essential information and can be used to remind people of necessary activities or upcoming events.

The NSW Police Force Firearms Registry recognises the need to communicate important information to firearms licence holders and industry stakeholders in real time, which is why we have introduced SMS notifications to our suite of outreach customer services.

SMS notifications will commence 1 July 2019 and will initially be focussed on customers whose firearms licence is due to expire within 7 days and who have not yet submitted their reapplication. Over time, other customer communications will be done via SMS notification.

If you receive a SMS from NSWFIREARMS that is the Firearms Registry communicating directly with you.

See example below

NSWFIREARMS

Alert: Your firearms licence will expire within 7 days

Submit your reapplication online before the expiry date to continue to possess and use firearms. Reapply at <https://www.police.nsw.gov.au/Apply> via Google Chrome

Visit your nearest ServiceNSW centre or email firearmseng@police.nsw.gov.au for assistance

There is no ability to reply to our SMS message so if you still need to speak with us, you can do this by contacting 1300 362 562 (9am-4pm weekdays) or email to firearmseng@police.nsw.gov.au

We will continue to use the 'What's New' page to highlight any further updates about the use of SMS.