



As a customer you may be required to confirm your identity when claiming a payment or service from the Australian Government Department of Human Services.

In most cases, you will only need to confirm your identity once in order to access payments and services across the department. You must confirm your identity by providing original documents (not copies) from the approved list below.

We need you to provide **one document from each of the following three categories, one of which should be a photographic identity document:**

- 1 Commencement of Identity document, **and**
- 1 Primary Use in Community document, **and**
- 1 Secondary Use in Community document.

Where possible, the department will request your consent to verify the documents you provide.

Note: An identity document cannot be used multiple times (e.g. a document used as Commencement of Identity, cannot be used again as a Primary or Secondary Use in Community document).

If you are known by a name different to that on your Commencement of Identity document, you will need to provide a valid name change document (i.e. Marriage certificate or legal change of name certificate).

If you have difficulty in obtaining or providing these documents, please contact us as soon as possible.

Commencement of Identity in Australia

| Document | Explanation/description |
|--|---|
| Australian Birth Certificate | A full Australian birth certificate issued in your name/former name. Cannot accept: birth extracts or birth cards. |
| Australian Visa | Australian visa, current at time of entry to Australia as resident or tourist, issued in your name/former name. |
| Australian Citizenship Certificate | Australian citizenship or citizenship by descent certificate issued in your name/former name. |
| ImmiCard | A photo identity card issued in your name/former name by the Department of Immigration and Border Protection (DIBP) that assists the cardholder to prove their visa/migration status and enrol in services. |
| Australian Passport (current) | A current Australian passport in your name/former name. Cannot accept: expired passports. |
| Certificate of Identity | Certificate of Identity issued in your name/former name by the Department of Foreign Affairs and Trade (DFAT) to refugees and non Australian citizens for entry to Australia. |
| Certificate of Evidence of Resident Status | Certificate of Evidence of Resident Status issued in your name/former name. |
| Document of Identity | Document of Identity issued in your name/former name by the Department of Foreign Affairs and Trade (DFAT), to Australian citizens or persons who possess the nationality of a Commonwealth country, for travel purposes. |

Note: The above documents can also be used to satisfy Primary or Secondary Use in Community (if not already used as Commencement of Identity).

Primary Use in Community

| Document | Explanation/description |
|---|---|
| Australian Driver Licence – Motor Vehicle | Current state or territory issued driver licence, learner permit or provisional licence showing signature and/or photo and same name as claim. |
| Australian Marriage Certificate | Marriage certificate issued by a state or territory government agency. Cannot accept: church or celebrant issued certificates. |
| Passport issued outside Australia | Current passport issued by a country other than Australia, with a valid entry stamp or visa. |
| Proof of Age Card | Current proof of age or photo identity card issued by a government agency in your name with photo and/or signature. |
| Shooter or Firearm Licence | Current shooter or firearm licence showing signature and/or photo and same name as claim. Cannot accept: minor or junior permit and/or licence. |
| Student ID Card | Current secondary student ID card issued in your name with photo and/or signature. Note: For persons aged under 18 years with no other Primary Use in Community only. |

Note: The above documents can also be used to satisfy Secondary Use in Community (if not already used as Primary Use in Community)

Secondary Use in Community

| Document | Explanation/description |
|--|--|
| Security Licence | Current security protection industry or crowd control licence, showing signature and/or photo and same name as claim. |
| Bank/Financial Institution Card, statement or passbook | Current ATM, credit or debit card showing your name and signature. Statement or passbook from current savings or cheque account showing your name and same address (if applicable) as your claim. Cannot accept: cards issued by organisations other than banks, credit unions or building societies, ATM or internet receipts/statements or account documentation issued by banks/financial institutions outside Australia. |
| Child's Birth Certificate | Australian birth certificate for a child showing your name as parent/guardian. Cannot accept: sibling's certificate. |
| Defence Force Identity Card | Identity card issued by the Australian Defence Force, showing same name as claim, and photo or signature. |
| Australian Divorce Papers | Australian divorce papers in your name/former name (e.g. Decree Nisi, Decree Absolute). |
| Educational Certificate | Educational qualification certificate in your name/former name (school/TAFE/university/Registered Training Organisation [RTO]). |
| Certified Academic Transcript | Certified academic transcript from an Australian university in your name/former name. |
| Mortgage Papers | Legally drawn mortgage papers for an Australian residence in your name/former name. |
| Name Change | Legal change of name certificate or deed poll certificate. |
| Veterans' Affairs Card | Current Department of Veterans' Affairs card issued in your name. |
| Tenancy Agreement or Lease | Current formal residential tenancy agreement or lease in your name and showing same address as claim. |
| Motor Vehicle Registration | Current motor vehicle registration showing your name, same address as claim and proof of payment. |
| Foreign Government issued Documents | Documents issued by a country other than Australia (comparable to Australian issued documents), including foreign birth, marriage and education certificates, lapsed foreign passports, foreign driver licences and overseas national identity cards. |
| Australian Government issued photo ID Card | Current Commonwealth, state or territory issued photo identification card issued in your name. |
| Rates Notice | Paid rates notice in your name and showing same address as claim, less than 12 months old. |
| Utility Account | A paid utility account (e.g. gas, water, electricity or phone) in your name and showing receipt number and same address as claim, less than 12 months old. |
| Student ID Card | Current student ID card issued in your name with photo and/or signature (secondary/TAFE/university/Registered Training Organisation [RTO]). |
| Electoral Enrolment | Proof of electoral enrolment card issued in your name and same address as claim. |
| Aviation Security Identity Card (ASIC) | Current aviation security identity card showing same name as claim, photo and/or signature. |
| Maritime Security Identification Card | Current maritime security identification card showing same name as claim, photo and/or signature. |
| Police Identity Card | Current police identity card showing same name as claim, photo and/or signature. |
| Prison release certificate | A prison release certificate in your name with a photo and/or signature. Note: Certificates that do not meet this criteria cannot be used. |
| Tangentyere Community Card | Current proof of identity card issued by Tangentyere Council showing same name as claim and photo. |