



WELFARE RIGHTS & ADVOCACY SERVICE

Proof of Identity (POI)

When you apply for Department of Housing assistance you must establish your identity and the identity of any dependents.

You can supply documents or information from different sources known as category A, B and C (see below).

The Department realises that providing POI is sometimes difficult for some Aboriginal applicants. Sometimes Aboriginal or Torres Strait Islander applicants who are unable to provide documents listed in Category A, B and C can provide a reference from a recognised Aboriginal or Torres Strait Islander organisation; or a letter from any reputable person (e.g. a doctor) or elder who is able to confirm their identity.

Some examples of acceptable and non-acceptable POI from the Department's Eligibility Relating to POI policy follow:

POI DOCUMENTATION	
<p>Category A - Documents in this category are regarded as sound because of the difficulty in obtaining them and because they are less likely to be stolen or illegally obtained.</p>	
<ul style="list-style-type: none"> ▪ Australian passport. ▪ Certificate of Australian Citizenship. ▪ Citizenship papers. ▪ Overseas passport stamped for entry to Australia. ▪ Original Australian birth certificate for claimant issued more than five years ago. ▪ Original Australian birth certificate for claimant's child issued more than five years ago. 	<ul style="list-style-type: none"> ▪ Child or partner's original death certificate issued by a government department more than five years ago which shows the applicant's name. ▪ Australian Armed Services discharge documents. ▪ Previous Department record of application if POI was satisfactory and if claimant can confirm details held on these records. The signature on the claim form must match the signature on any previous file papers.
<p>Category B - These are acceptable documents either because of their personal nature or because of the time they need to be held.</p>	
<ul style="list-style-type: none"> ▪ Original Australian Marriage Certificate issued by a government department. ▪ Apprenticeship indenture papers. ▪ Tradesperson's Certificate of Proficiency. ▪ Divorce papers. ▪ Original Australian Birth Certificate for claimant issued between one and five years ago. ▪ Taxation assessment notice. 	<ul style="list-style-type: none"> ▪ Legal documents such as Restraining Order, Peace Order, Adoption papers, Maintenance agreement, attested Will, Power of Attorney and document of appointment as a JP. ▪ Child or partner's original Death Certificate issued by a government department between one and five years ago which shows the applicant's name.
<p>Category C - These documents are similar to Category B documents. The difference is that these are only acceptable with qualifications.</p>	

<ul style="list-style-type: none"> ▪ Prisoner Discharge Certificate (offered on release). ▪ Hire Purchase agreement, if authenticity is validated. ▪ Letter from a government department, provided address on the letter matches address on the application. ▪ Bankbook, Credit Union or Building Society accounts showing transactions for at least 12 months. ▪ Overseas documents, if they are offered with a passport stamped for entry to Australia. ▪ Motor Vehicle Driver's Licence, learner's permit, provisional license or Department of Transport photo card as long as they show signature and/or photo and the same address as that on the application. 	<ul style="list-style-type: none"> ▪ Insurance renewal documents as long as they show the same address as that on the application. ▪ Change of name which is less than 12 months old, if offered in conjunction with other documents showing new name for more than 12 months. This must be accompanied by documents showing that the client was using the new name before changing it legally. ▪ Legal documents such as: Summons, Bail papers or Traffic Infringement notice, if offered with Motor Vehicle Registration papers. ▪ Electricity account if address matches claim and there is a cash register imprint. ▪ Telecom account if address matches claim and there is a cash register imprint.
<p>Category D - These documents are those which are NOT ACCEPTABLE to the Department under any circumstances. They are not acceptable because they have no intrinsic value, are usually cheap to obtain and invariably have little or no control at the point of issue.</p>	
<ul style="list-style-type: none"> ▪ Birth Certificate issued less than 12 months ago. ▪ Birth Extract issued less than 12 months ago. ▪ Group Certificates are unacceptable unless all of the checks at Category C are carried out. ▪ Marriage Certificate issued by a Church or non-government body. ▪ Employer ID card. ▪ Student card. ▪ Electricity, Phone or Gas account, if address does not match claim and the account has no cash register imprint. ▪ Baptismal certificate. ▪ Bankbook, Credit Union, Building Society accounts less than 12 months old. 	<ul style="list-style-type: none"> ▪ Credit card. ▪ Automatic bank teller card. ▪ Library card. ▪ Medicare card. ▪ Union card. ▪ Shooter's/Fishing License. ▪ Video Club membership. ▪ Sporting awards. ▪ Social Club membership. ▪ Youth Hostel card. ▪ Hospital outpatient's card. ▪ Airline ticket.

The only acceptable combinations of POI are:

- One Category A document plus one document from category B and C which, in combination, confirm name and address;
- One Category A document and a Centrelink or Veteran's Affairs verification of income document which, in combination, confirm name and address;
- At least three category B or C documents which, in combination, confirm name and address.

The address shown on any document must be identical to the address shown on the application form and other Category A documents. Documents known as Category D are not acceptable POI.

Please note: This information contains general information only and is accurate at August 2015. It does not constitute legal advice.