

As a customer you are required to prove your identity when claiming a pension, benefit, allowance or service. You must establish your identity by providing **original** documents (not copies) from this approved list. We require you to prove both your:

- Commencement of Identity (proof of your birth or arrival) in Australia, and
- use of this identity.

Note: The document you use to show your Commencement of Identity cannot also count towards the POINTS required for the payment or service claimed.

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

If you have previously met the proof of identity requirements, and you are reclaiming within 52 weeks of receiving a Centrelink payment, the above requirements may not apply. If you think this applies to you, contact us as soon as possible.

Where possible, we will use the documents you provide to prove your age, residence, income and/or assets if that is relevant to the payment or service you are applying for. However, to be eligible for some payments or services, you may need to provide additional documents.

Definition of a partner – For our purposes a person is considered to be **your partner** if you and the person are living together, or usually live together, and are married; **or** in a registered relationship (opposite-sex or same-sex); **or** in a de facto relationship (opposite-sex or same-sex).

We consider a person to be in a de facto relationship from the time they commence living with another person as a member of a couple.

We recognise all couples, opposite-sex and same-sex.

For claims of:

ABSTUDY (living allowance)
Age Pension
Austudy
Bereavement Allowance
Carer Payment – *both claimant and care receiver*
Disability Support Pension
Farm Household Allowance
Newstart Allowance

Parenting Payment – *claimant (and partner if applicable)*
Pension Bonus Bereavement Payment
Pensioner Education Supplement
Sickness Allowance
Special Benefit
Widow Allowance
Youth Allowance
Low Income Supplement – *claimant (and partner if applicable)*

You will need to provide:

- at least one document (listed below) to show Commencement of Identity in Australia, **AND**
- OTHER documents that add up to 100 points from the approved list (see below and overleaf).

For claims of:

Carer Allowance – *both claimant and care receiver* Mobility Allowance
Essential Medical Equipment Payment – *claimant (and care receiver if applicable)*

You will need to provide:

- at least one document (listed below) to show Commencement of Identity in Australia, **AND**
- OTHER documents that add up to 50 points from the approved list (see below and overleaf).

For claims of:

Low Income Health Care Card – *claimant (and partner if applicable)*
Commonwealth Seniors Health Card – *claimant (and partner if applicable)*
Health Care Card for foster children – *for the foster child*

You will need to provide any documents from the approved list (see below and overleaf) that add up to 50 points. Proof of Residency may also be required. Please see your claim form for details.

Commencement of Identity in Australia

Document	Explanation/description	Points
Australian Birth Certificate	Original Australian birth certificate, extract or birth card in your name/former name.	70
Australian Passport (current)	Australian passport in your name/former name. Expired passports are not acceptable.	70
Citizenship Certificate	Australian citizenship certificate in your name/former name.	70
Australian Visa	Australian visa, current at time of entry to Australia as resident or tourist, showing your name/former name.	70
Document of Identity (DFAT)	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.	70
Certificate of Evidence of Resident Status (DIBP)	Certificate of Evidence of Resident Status (Form 283) issued by the Department of Immigration and Border Protection (DIBP), showing your name/former name.	70
Certificate of Identity	Certificate of Identity issued by the Australian Government to refugees and non Australian citizens for entry to Australia.	70
ImmiCard	A photo identity card issued by the Department of Immigration and Border Protection that assists the cardholder to prove their visa/migration status and enrol in services.	70

Note: If more than one of the above documents is provided, the additional documents will count as points.

Use of Identity

Document	Explanation/description	Points
Defence Discharge Papers	Australian Defence Force discharge papers, in your name/former name.	70
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.	70
Security Licence	Current security protection industry or crowd control licence, showing signature and/or photo and same name as claim.	70
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.	40
Child's Birth Certificate	Australian birth certificate for a child showing your name as parent/guardian. Cannot accept: sibling's certificate.	40
Defence Force Identity Card	Identity Card issued by the Australian Defence Force, showing same name as claim, and photo or signature.	40
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.	40
Australian Divorce Papers	Australian divorce papers in your name/former name (e.g. Decree Nisi, Decree Absolute).	40
Educational Certificate	Up to 3 school/education qualification certificates for different years in your name/former name (school/TAFE/university/Registered Training Organisation [RTO]).	40
Australian Marriage Certificate	Marriage certificate issued by a state or territory government agency. Cannot accept: church or celebrant issued certificates.	40
Mortgage Papers	Legally drawn mortgage papers for an Australian residence in your name/former name.	40
Name Change	Legal change of name certificate or deed poll certificate.	40
Passport issued outside Australia	Current passport issued by a country other than Australia, with a valid entry stamp or visa.	40
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.	40
Registration Certificate from a Professional Board	Registration certificate from a national or state/territory professional registration board (e.g. doctors, nurses, dentists, physiotherapists, accountants).	40
Trade Certificate	Current Australian trade certificate in your name/former name. Must be signed by issuer or claimant.	40
Veterans' Affairs Gold Card	Current Department of Veterans' Affairs Gold Card issued in your name.	40
Reference from Indigenous Organisation	Reference from an Aboriginal/Torres Strait Islander organisation showing referee's full details and length of time they have known you.	20
Educational Report or Reference	Up to 3 school/education reports or references, including enrolment confirmations for different years or semesters, in your name/former name (school/TAFE/university/RTO).	20
Student ID Card	Current student ID card issued in your name with signature and/or photo (school/TAFE/university/RTO).	20
PAYG Payment Summary	PAYG payment summary, less than 2 years old, with tax file number. Cannot accept: Centrelink issued payment summaries.	20
Insurance Renewal	Current insurance renewal for house, contents, vehicle, boat, crop insurance in your name and showing same address as claim.	20
Tenancy Agreement or Lease	Current formal residential tenancy agreement or lease in your name and showing same address as claim.	20
Medicare Card	A current Medicare card showing your name.	20
Motor Vehicle Registration	Current motor vehicle registration showing your name, same address as claim and proof of payment.	20
Documents issued outside Australia	Up to 3 documents issued by a country other than Australia (equivalent to Australian documents listed of at least 20 points value), including lapsed foreign passports.	20
Other Licence	Up to 3 current Commonwealth, state or territory licence for coxswain, boat, aircraft etc. Must have your photo and/or signature and same address as claim (if applicable). Cannot accept: recreational fishing licence.	20
Rates Notice	Paid rates notice in your name and showing same address as claim, less than 12 months old.	20
Utility Account	Up to 3 paid utility accounts (e.g. gas, water, electricity or phone) in your name and showing receipt number and same address as claim, less than 12 months old.	20
Electoral Enrolment	Proof of electoral enrolment card issued in your name and same address as claim.	10
Other Financial Documents	Up to 3 current financial documents, such as superannuation, shares, life insurance, credit card statement or managed investment documents issued in your name. Cannot accept: hire or lease agreement.	10
Health Insurance Card	Current health insurance card showing your name.	10
Motoring Association Card	Current membership card or documents issued in your name.	10
Notice of Assessment	Taxation notice of assessment in your name less than 2 years old.	10
Employment Records	Termination notice, separation certificate, report or reference from employer in your name. Cannot accept: payslips.	10