

Proof of Identification (POI)

Document Verification Service (DVS)

POI documents to pass DVS can be in the combination of either;

- 2 x Primary documents or
- 1 x Primary and 1 x Secondary document

List 1 - Primary Documents

- Australian birth certificate
- Australian certificate of registration by descent
- Australian citizenship certificate
- Australian driver licence
- Australian passport
- Foreign passport with Australian visa
- ImmiCard

List 2 - Secondary Documents

- Commonwealth Seniors Health Card
- Health Care Card
- Medicare card
- Pensioner Concession Card
- Veteran Gold Card
- Veteran Pensioner Concession
- Veteran Seniors Health Care Card

Linking Documents

Linking documents are used to demonstrate the continuity of a customer's identity, where identity details have changed (e.g. their name).

Customers may use the following linking documents as needed to meet the Level 2 (preferred) / Level 1 (Service Centre only) POI standard.

- Marriage certificate
- Change of name certificate
- Australia Divorce Papers
- Australian Birth Certificate
- Commonwealth victims' certificate