



Identity Policy

Last updated: 24th August 2021

Policy Intent

To outline when and how the Housing Authority operating within the Department of Communities verifies and authenticates a client's identity.

Policy Statements

Identity Verification

1. A client's identity will be verified:
 - a. prior to receiving a product or service; or
 - b. at any other time requested by the Department of Communities.
2. Clients are responsible for providing documents to verify their identity and that of any joint-applicants, additional householders and dependents.
3. A client's identity will be verified where the client can demonstrate:
 - a. Their birth or arrival in Australia; and
 - b. The use of the identity in the community.
4. Aboriginal or Torres Strait Islander clients who are unable to provide documents to verify their identity may provide the following documents confirming identity:
 - a. A reference from a recognised Aboriginal or Torres Strait Islander organisation;
 - b. A letter from a person authorised to witness a statutory declaration as defined in the *Oaths, Affidavits and Statutory Declarations Act 2005*; or
 - c. A reference from an elder.
5. Clients who are unable to provide documents due to extenuating circumstances may verify their identity by providing:
 - a. Evidence of the extenuating circumstance;
 - b. Evidence of valid registration with Centrelink or receipt of Centrelink payment; and
 - c. One identity document accepted under section 3.
6. A Third Party f10236.71mqqfETEM P MID BC q052P rETEM P 30(r)529 WBf10

