

Identification documents

As of 1 August 2017 documents **must** be presented in-person, for the purposes of identity verification, to ClientView or its representative.

All applicants must provide a minimum of three identification documents (one each from category A, B and C). A category D document is only required if the category A, B or C do not display proof of a current residential address.

Category A identification document

An identification document that provides evidence of the start of the person's identity in Australia

Document	Explanation/Description
Australian birth certificate	Australian birth certificate. No commemorative certificates.
Australian citizenship certificate	Official Australian citizenship certificate issued by the Australian Government.
Australian citizenship by descent	Official Australian citizenship by descent extract issued by the Australian Government.
ImmiCard	ImmiCard (must be current)
Australian visa	Australian Visa Label, Visa Grant Notice, VEVO email (sent directly to issuing body) or Visa Evidencing Card. Must be presented along with the supporting foreign passport (supporting passport may be expired but must be original). Note: Australian visa applies to New Zealand citizens.
Australian protection visa	Australian Visa Label, Visa Grant Notice, VEVO email (sent directly to issuing body) or Visa Evidencing Card. Must be presented with the supporting Australian Convention Travel Document (CTD) also known as a Titre de Voyage. A CTD is issued to a refugee to travel overseas in the absence of being able to obtain a passport from the country of their nationality.

Category B identification document

A government-issued document which has applicant's photo AND signature and is current and valid

Document	Explanation/Description
Passport	Australian passport, foreign passport or CTD (must be current). The CTD only meets the requirements for category B if it looks similar to an Australian passport. Older paper-style documents are not acceptable.
Driver licence	Australian driver licence, learner permit or foreign driver licence.
Australian proof of age card	Australian proof of age card issued by an Australian Commonwealth, State or Territory government.
Embassy/Consulate photo identity card	Embassy/Consulate photo identity card.
Adult firearms or shooter's licence	Adult Australian firearms or shooter's licence showing signature and photo.
Industry licence	Australian industry licence such as taxi-cab licence.
Police identification card	Australian police identification card from a Commonwealth, State or Territory police service.
Australian security licence	Australian security licence or Australian crowd controller licence.
Working with vulnerable people card	Australian working with children/vulnerable people card.

Category C identification document

A document that proves that you have been operating in the Australian community with this identity. Document must be current and valid.

Can be a Category A or B document that has **not** already been used.

Document	Explanation/Description
Medicare card	Medicare card.
Marriage Certificate (or similar)	Official Marriage Certificate, Civil Partnership Certificate, Recognised Details Certificate or Change of Name Certificate.
ASIC or MSIC	Aviation or maritime security identification card.
Government-issued identity document	Government employee identity card, military identification card or defence discharge papers.

Document	Explanation/Description
Evidence of employment	Payslip/PAYG payment summary less than 6 months old or employment contract with company details e.g. ABN.
Evidence of indigenous heritage	Reference or confirmation of identity from an Aboriginal and/or Torres Strait Islander Organisation.
Australian tertiary student ID card	Student ID card issued by an Australian TAFE, university or registered training organisation.
Academic transcript/trade certificate	Academic transcript from a reputable international university or Australian tertiary institution. Trade Certificate issued by an Australian Registered Training Organisation or recognised industry body.
Bank card	Credit card or ATM card.
Australian government benefits	Evidence of a right to an Australian government benefit, pension or health care card.

Category D identification document

This table contains evidence of your identity at your current Australian residential address. Document must be less than 6 months old.

Not required if one of the documents provided for category A, B or C display your current residential address.

Document	Explanation/Description
Australian electoral enrolment	Proof of electoral enrolment in Australia.
Australian rate or valuation notice	Rate notices or land valuation notice.
Utility account or bank statement	Utility accounts (gas, water, electricity, telephone, internet) or bank account statement.
Mortgage papers or tenancy agreement	Mortgage papers, current lease or tenancy agreement.
Other evidence of residential address	Evidence of current residential address that is less than 6 months old, and is from a reputable organisation.

Change of name

All of the applicant's identification documents must contain exact name matches, unless the name variation is supported by a linking document.

Acceptable examples of change of name linkage documents include marriage certificates, change of name certificates and deed poll.

A statutory declaration is not an acceptable change of name linkage document.

The applicant may use this linking document to satisfy Category C.

Foreign documents

If any of your identification documents are not in English, they must be accompanied by a professional translation.

- A translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) is recommended. For further information, refer to [National Accreditation Authority for Translators and Interpreters](#)
- The translation conducted by the NAATI-accredited translator must contain NAATI number, NAATI stamp and a signature of a translator.
- You must provide the original document accompanied by the professional translation for verification.
- You cannot translate your own documents.