



# Australian Government

---

## Services Australia

### Alternative Identity 106-07040050

Currently published version valid from 12/12/2023 11:28 PM

### Background

s22

s47E(d)

#### Difficulty confirming identity

It is important to establish confidence in a person's identity. The agency can:

- help protect customers from identity theft, **and**
- prevent other types of identity crime

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)



[Supporting Identity confirmation for customers unable to attend in person](#)

[Authenticating a customer](#)

[Alternative Identity reviews](#)

[Proof of Australian citizenship](#)

[Confirming a customer's identity](#)

[Identity Confirmation](#)

[Coding identity documents](#)

[Identity documents A to Z](#)

[Identity Review Period](#)

[Commencement of Identity](#)

[Sighting, recording and returning original documents](#)

[Translation of documents](#)



3

s47E(d)

4

s47E(d)







## Policy

### Social Security Guide

[Social Security Guide, 8.1.3.10, Provision of Information](#)

[Social Security Guide, 2.2.1.10 General procedures for confirming & verifying identity](#)

[Social Security Guide, 2.2.1.40 Persons experiencing difficulty with identity confirmation & verification](#)

### Family Assistance Guide

[Family Assistance Guide, 5.1, General provisions for gathering information](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- section 5, Manner of giving notice
- section 8, Principles of administration
- section 109, Date of effect of favourable determination resulting from review

- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc.
- section 196, Written notice of requirement
- section 197, failure to comply with requirement
- section 198, Obligations not affected by State or Territory laws

[Family Assistance \(Administration\) Act 1999](#)

- section 7, How to claim
- section 154, General power to obtain information
- section 157, Obtaining information to verify claims etc.
- section 158, Written notice of requirement

## Resources

### Contact details

s47E(d)

s47E(d)

---

s47E(d)

s47E(d)

s47E(d)



# Australian Government

---

## Services Australia

### Alternative Identity reviews 106-07040060

Currently published version valid from 17/10/2023 12:24 AM

### Background

s22

This document outlines information about Alternative Identity reviews. s47E(d)  
s47E(d)

### Alternative Identity reviews in the s47E(d)

s47E(d)

Service Officers **must** have a conversation with the customer when doing the initial Alternative Identity assessment, or a future Alternative Identity assessment. s47E(d)

The conversation **must** be done face-to-face or over the phone where appropriate.

This lets staff to:

- understand the customer's circumstances to determine an appropriate decision and accurate coding
- tell customers of their identity obligations and timeframe to give documents and/or to satisfy linkage requirements
- 

s47E(d)

s47E(d)

Customers can give documents to satisfy their identity requirements:

- in person:
  - at a service centre, **or**
  - [Agent site](#)

- by post
- [upload](#) them through their Centrelink online account, **or**
- by phone when coded and verified in the **s47E(d)**
- **s47E(d)**

in **s47E(d)**

**s47E(d)**

**s47E(d)**

**s47E(d)**

**s47E(d)**

---

## **Related links**

[Alternative Identity](#)

[Identity Confirmation](#)

[Identity documents A to Z](#)

[Coding identity documents](#)

**s47E(d)**









## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act, section 109, Date of effect of favourable determination resulting from review.](#)

## Resources

### Contact

s47E(d)

### Forms

[Confirmation of Identity - Verification for Aboriginal and Torres Strait Islander people \(RA010\).](#)

### Services Australia website

[How to prove your identity with Centrelink](#)

## Training & Support

s47E(d)

s22



**Australian Government**  

---

**Services Australia**

**Coding identity documents 106-09010010**

Currently published version valid from 30/01/2024 3:38 AM

**Background**

s22

This document outlines the process for coding identity document details through the s47E(d) Direct.

in Process

**Identity Confirmation**

s47E(d)

s47E(d)

s47E(d)

s47E(d)





---

[Identity Confirmation](#)

[Identity documents A to Z](#)

[Report Suspected Fraud and Corruption](#)

[Sighting, recording and returning original documents](#)

[Silver Service phone line for Specified Personnel at Agent sites](#)

[Supporting Identity Confirmation for customers unable to attend in person](#)

[Translation of documents](#)

[Video chat](#)















## Policy

### Social Security Guide

[Social Security Guide, 8.1.3.10, Provision of Information](#)

[Social Security Guide 2.2.1.10. General procedures for confirming & verifying identity.](#)

[Social Security Guide, 2.2.1.40, Customers Experiencing Difficulty with Identity Verification](#)

### Family Assistance Guide

[Family Assistance Guide, 2.1.1.15, Verification of Child's Name & Date of Birth](#)

[Family Assistance Guide, 5.1, General Provisions for Gathering Information](#)

[Family Assistance Guide, 5.2, Information Required for FA](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- section 5, Manner of giving notice
- section 8, Principles of administration
- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc.
- section 196, Written notice of requirement
- section 197, failure to comply with requirement
- section 198, Obligations not affected by State or Territory laws

[A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)

- section 7, How to claim
- section 154, General power to obtain information
- section 157, Obtaining information to verify claims etc.
- section 158, Written notice of requirement

## Resources

### External website

### Document Verification Service

[Document Verification Service \(DVS\) website](#)

### Australia State and Territory motor vehicle licencing authorities

[Australian Capital Territory](#)

[New South Wales](#)

[Northern Territory](#)

[Queensland](#)

[South Australia](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

### Services Australia website

[How to prove your identity with Centrelink](#)

### Contact details

[Identity Program](#)

— — ————  
—— ————

s47E(d)





# Australian Government

---

## Services Australia

### Commencement of Identity 106-07040070

Currently published version valid from 17/10/2023 12:43 AM

### Background

s22

This document outlines how to verify a customer's Commencement of Identity (Col) in Australia. This helps determine eligibility for most Centrelink payments and services.

### Identity requirements

To determine eligibility for [payments and services that require identity confirmation](#), customers need to prove their identity to Services Australia, see [Identity Confirmation](#).

Customers must provide **one** acceptable identity document for **each** category below:

- Commencement of Identity (Col)
  - A customer can demonstrate Col in Australia by providing documents that confirm their birth in Australia or arrival in Australia, establishing the customer's existence in Australia. These documents are issued by the Australian

- 
- 

s47E(d)



[Identity Confirmation](#)

[Coding identity documents](#)

[Identity documents A to Z](#)

[Sighting, recording and returning original documents](#)

[Identity Review Period](#)

[Alternative Identity](#)

[Documents required for Centrelink new claims](#)

[Claiming income support payments from Centrelink](#)

[Translation of documents](#)

[Australian residence requirements for payment](#)

[Verifying the date of birth or age of a customer or child](#)

[Incorrect date of birth recorded](#)

s47E(d)





## Policy

### Social Security Guide

[Social Security Guide, 8.1.3.10, Provision of Information](#)

[Social Security Guide 2.2.1.10, General procedures for confirming & verifying identity](#)

[Social Security Guide, 2.2.1.40, Customers Experiencing Difficulty with Identity Verification](#)

### Family Assistance Guide

[Family Assistance Guide, 2.1.1.15, Verification of Child's Name & Date of Birth](#)

[Family Assistance Guide, 5.1, General Provisions for Gathering Information](#)

[Family Assistance Guide, 5.2, Information Required for FA](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- section 5, Manner of giving notice
- section 8, Principles of administration
- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc
- section 196, Written notice of requirement
- section 197, failure to comply with requirement
- section 198, Obligations not affected by State or Territory laws

[Family Assistance \(Administration\) Act 1999](#)

- section 7, How to claim
- section 154, General power to obtain information
- section 157, Obtaining information to verify claims etc
- section 158, Written notice of requirement

## Resources

### On this Page:

### Forms (staff)

[Department of Home Affairs Citizenship Details Request Form](#)

## Services Australia website

[How to prove your identity with Centrelink](#)

## External websites

### Check visa details and conditions

[Department of Home Affairs](#) > select Visas > When you have a visa > Check visa details and conditions

### Australian State and Territory Registries of Births, Deaths and Marriages

[Australian Capital Territory](#)

[New South Wales](#)

[Northern Territory](#)

[Queensland](#)

[South Australia](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

s47E(d)

s47E(d)



s47E(d)





**Australian Government**  

---

**Services Australia**

**Identity Confirmation 106-09010000**

Currently published version valid from 12/12/2023 11:17 PM

**Background**

s22

This document outlines how to complete Centrelink Identity Confirmation processes.

s47E(d)

s47E(d)











[Aliases and other names \(legal, preferred, sex and gender diverse customers, cultural considerations etc.\)](#)

[Authenticating a Centrelink customer](#)

[Changing the Legal name of customers or their children](#)

[Circumstance Change Monitor \(CCM\)](#)

[Confirming a customer's identity](#)

[Agents and Access Points](#)

[Identity documents A to Z](#)

[Identity Confirmation for registration as a Volunteer Job Seeker](#)

[Incorrect date of birth recorded](#)

[Sighting, recording and returning original documents](#)

[Silver Service phone line for Specified Personnel at Agent sites](#)

[Translation of documents](#)

[Identity requirements for emergency payments](#)

[Video Chat](#)

s47E(d)







## Policy

### Social Security Guide

[Social Security Guide, 8.1.3.10. Provision of information](#)

[Social Security Guide 2.2.1.10. General procedures for confirming & verifying identity](#)

[Social Security Guide, 2.2.1.40. Persons experiencing difficulty with identity confirmation & verification](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- section 5, Manner of giving notice
- section 8, Principles of administration
- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc.
- section 196, Written notice of requirement
- section 197, Failure to comply with requirement
- section 198, Obligations not affected by State or Territory laws









---

[Upload your Centrelink documents online](#)

## **Contact details**

[Identity Program](#)

[Language Services](#)

## **External websites**

[Public Trustee offices](#)

## **Training & Support**



# Australian Government

---

## Services Australia

### **Identity confirmation and refugees 005-02010000**

Currently published version valid from 14/11/2023 8:26 PM

#### **Background**

s22

This document explains the identity confirmation requirements for refugees/newly arrived refugees who lodge new claims with the Services Australia upon first arrival.

#### **Reasons identity confirmation documents may not be accessible**

Refugees, newly arrived refugees often have difficulties in providing enough identity confirmation to meet Services Australia requirements for new claims.

s47E(d)



## Related links

[Temporary Protection, Humanitarian, Safe Haven and Return Pending Visas](#)

[Resolution of Status \(RoS\) visa \(Class CD\)](#)

[Australia's Refugee and Humanitarian Program](#)

[Sighting, recording and returning original documents](#)

[Translation of documents](#)

[Guidelines for using interpreters](#)

[Identity Review Period](#)

[Alternative Identity](#)

[Coding identity documents](#)

## Process

---

### Identity confirmation for new claims for refugees

## References

### Policy

[Guide to Social Security Law, 8.1.3.10, Provision of Information](#)

[Guide to Social Security Law, 2.2.1.10, General procedures for confirming & verifying identity](#)

[Guide to Social Security Law, 2.2.1.40, Persons Experiencing Difficulty with Identity Verification](#)

[Family Assistance Guide, 2.1.1.15, Verification of Child's Name & Date of Birth](#)

[Family Assistance Guide, 5.1, General Provisions for Gathering Information](#)

[Family Assistance Guide, 5.2, Information Required for FA](#)

### Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- section 5, Manner of giving notice
- section 72, Provisions relating to notice
- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc
- section 196, Written notice of requirement
- section 197, failure to comply with requirement
- section 198, Obligations not affected by State or Territory laws

[A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)

- section 7, How to claim
- section 154, General power to obtain information
- section 157, Obtaining information to verify claims etc
- section 158, Written notice of requirement

## Services Australia website

[How to prove your identity with Centrelink](#)

## Multicultural Guide

[Multicultural Guide](#)

## Training & Support

s47E(d)

s47E(d)