

## **Senate Community Affairs Legislation Committee**

### **BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Identity Requirements

**Question reference number:** HS 44 (SQ17-000125)

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 21 July 2017

**Number of pages:** 1

#### **Question:**

If a person doesn't have photo ID what can they use as a form of identification for Centrelink?

#### **Answer:**

In order to confirm a person's identity, the Department requires a claimant to provide an acceptable document from each of three categories, one demonstrating the commencement of their identity in Australia, and two demonstrating the use of that identity in their day to day lives. The Department requests that one of these is a photographic identity document for the purpose of comparing the individual with their photo to link that person to the identity that they are claiming.

Where a customer can provide one identity document to meet each of the three categories, but cannot provide a photo ID, they may be asked to answer a series of questions using the myGov linking application in a face to face interview.

Where a claimant cannot provide a document from each of the three categories and also cannot provide a photographic identity document, the Department conducts an alternative identity assessment in a face to face interview. The claimant is asked for information that only they would be likely to know, or be able to obtain. The claimant is also asked to provide referees who can confirm that they own the identity they are claiming.

The Department's identity enrolment processes align with the Attorney General's Department's 'National Identity Proofing Guidelines' (NIPG).