

Individual and Sole Trader Identification Documents

You must provide one of the following for yourself and any representative:

- **Option 1:** one primary photographic identification document
- **Option 2:** two primary non-photographic identification documents along with a reference
- **Option 3:** one primary non-photographic identification document and a secondary identification document, along with a reference.

If you are the client's representative, provide the above documents for yourself and your client.

For any of these documents, please provide an original or a reliable copy. This includes physical copies or electronic sources.

Document category	Examples of documents
Primary photographic identification documents	• Australian passport • Australian proof of age card • Australian driver's license • Foreign passport • Foreign identity card
Primary non-photographic identification documents	• Australian birth certificate or birth extract • Australian citizenship certificate • Australian concession card (pensioner concession card, health care card, senior's health card) • Medicare card • Veteran card • Change of name certificate • Marriage certificate • Foreign birth certificate • Foreign citizenship certificate
Secondary identification documents	• Utility notice issued in the last 3 months • Council rates notice issued in the last 3 months • Australian bank statement issued in the last 3 months • Notices issued by a Commonwealth, state, territory or local government body issued in the last 3 months • Income tax assessment notice issued by the Australian Taxation Office (ATO) in the last 12 months • Payslip or letter from employer containing the individual's name issued in the last 3 months

Authority for a representative to act

If you are acting on behalf of the client, evidence of authority to act may include:

- for any general appointment:
 - a letter, agency agreement or other authorisation document from the client establishing that you have authority to act
 - written confirmation from a reliable third party such as a legal practitioner, accountant or other professional, that you have authority to act
- written confirmation from your employer that you are authorised to act, if authority to act arises from your employment
- the document granting you power of attorney, if authority to act arises from a power of attorney
- an extract of the legislation giving you authority to act, if authority to act arises from legislation.

Alternative identification

You can prove your identity in alternative ways if you:

- can't get standard identification information or evidence
- can't access standard identification information or evidence due to circumstances beyond your control
- have inconsistent details across their identification documents.

This may be appropriate if you are:

- Aboriginal and Torres Strait Islander
- affected by natural disasters
- affected by family and domestic violence
- experiencing homelessness
- in prison or recently released from prison
- refugees, asylum seekers and recent migrants to Australia
- from culturally and linguistically diverse backgrounds
- intersex, transgender and gender diverse
- living in remote areas
- older Australians
- living in a hospital setting for lengthy periods
- not registered at birth
- raised in institutional or foster care
- experiencing digital exclusion or inaccessibility.

Other documents that can verify your identity could include, but isn't limited to, any of the following:

- a reference from another individual (see requirements below)
- government correspondence, including documents from state or territory corrective services
- confirming your identity with reputable organisations or bodies known to you. For example, Aboriginal and Torres Strait Islander organisations or community health organisations
- a community ID or organisation membership card for Aboriginal and Torres Strait Islander peoples
- recently expired identification
- a self-attestation of your identity.

If you use a reference, the referee must be someone who both:

- holds a position of trust in the community
- has an existing relationship with you. They don't need to have a relationship with you because of their position of trust – for example, the referee may be a teacher, but they don't need to have been your teacher.

Suitable referees may include a:

- school principal, teacher or counsellor
- current or former employer or manager
- medical practitioner (for example, doctor, nurse, midwife, dentist, community health professionals, psychologist)
- minister of religion
- police officer
- financial counsellor, adviser, planner or capability worker
- community leader, such as an Elder
- official from an Aboriginal and Torres Strait Islander organisation, or a board member of a Local Aboriginal Land Council
- legal aid or community lawyer
- Services Australia (Centrelink) staff
- correctional services staff
- manager or warden of a refuge or shelter accommodation or homeless shelter
- manager of an aged care facility or hospital
- an individual who is able to witness a statutory declaration.

The reference could contain the:

- date of the reference
- referee's name, signature, position, contact details and relationship to you
- referee's knowledge of your full name, residential address (if known) and date of birth (actual or approximate)
- approximate period the referee has known you.

If known by the referee, it could also include:

- other addresses where you have recently lived
- other names you have been or are known by
- a recent photo of you
- your circumstances that have resulted in limited access to identification documents
- a brief explanation of the reasons why you have inconsistent details on your identification.