



Providing proof of identity

Fact sheet

From time to time you may be required to provide certified proof of identity documents to Rest to confirm that we are dealing with the correct person.

To help make this process easier, read through this guide to determine the documents you need to supply and the steps you need to take when providing certified proof of identity.

Documentation

The following documents[^] are acceptable as proof of your identity (ID):

One of the following documents:

- current passport that contains your photograph and signature
- current driver's licence that contains your photograph
- card issued by a State or Territory for the purpose of proving your age, that contains your photograph and signature.

If you don't have one of the documents listed above, you will need to provide:

One of the following documents:

- birth certificate or extract
- citizenship certificate issued by the Commonwealth
- current Pension card issued by the Department of Human Services.

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One of the following documents showing your name and residential address:

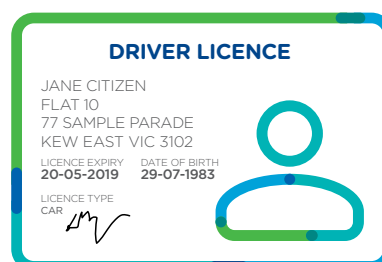
- notice issued by the Commonwealth, State or Territory within the last 12 months that shows you are receiving a financial benefit, such as a Centrelink payment notice

- notice issued by the Australian Taxation Office (ATO) within the last 12 months that shows a debt to or refund from the Commonwealth, such as a Tax Assessment notice
- notice issued by a local Government body or utilities provider within the last three months for the provision of services, such as a council rates notice or electricity bill
- if you're under 18, a notice issued by a school principal within the last three months which shows the period of time you've attended at the school.

Certifying your identity takes just three easy steps:

1. Make a photocopy of the original ID document that identifies you (eg your driver's licence).
2. Take both your original ID document and the photocopy to an authorised person who can certify (eg your local police station, see 'Who can certify your identity' for a full list).
3. Get the authorised person to stamp or write 'I certify this to be a true copy of the document shown and reported to me as the original', followed by their signature, full name, qualification, registration number (if applicable) and the date.

The example below shows how a certified copy of your proof of identity should look.



PHOTOCOPY OF ID WITH CERTIFICATION

[^] Documents that are not written in English must be accompanied by an English translation prepared by an accredited translator. An accredited translator is any person who is currently accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) at the level of Professional Translator or above.

Who can certify your identity?

- a Justice of the Peace
- a pharmacist, medical practitioner, nurse, dentist, optometrist, chiropractor, physiotherapist, psychologist or veterinary surgeon
- a teacher employed on a full-time basis at a school or tertiary education institution
- a police officer
- a notary public
- a bank, building society, credit union or finance company officer with two or more years of continuous service
- an officer with, or authorised representative of, a holder of an AFSL with two or more years of continuous service with one or more licensees
- a permanent employee of the Commonwealth or a Commonwealth authority, a State/Territory or a State/Territory authority or a local government authority, with two or more years of continuous service
- a Member of the Parliament of the Commonwealth, the Parliament of a State/Territory or local government authority of a State/Territory
- an Australian consular or diplomatic officer (within the meaning of the Consular Fees Act 1955)
- a member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants
- a registrar or deputy registrar of a court
- a person enrolled as a legal practitioner on the roll of the Supreme Court of a State/Territory or the High Court of Australia
- a judge or magistrate of a court
- a Chief Executive Officer of a Commonwealth Court.

Electronic verification

In some circumstances, Rest may also verify your identity via a secure electronic verification platform managed by a service provider.

This process will verify your personal details against reliable and trustworthy government and independent sources in real time. This means we can start processing your request straight away.

Change of name or signing on behalf of another person

If you have changed your name or are signing on behalf of another person, you will need to provide a certified linking document that proves a relationship exists between two (or more) names.

The following table contains information about suitable linking documents:

Change of name or signing on behalf of another person	
Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from Australian Births, Deaths and Marriages Registration Office
Signed on behalf of another person	Guardianship papers or Power of Attorney

If there's anything we can do

 rest.com.au

 **Live Chat at rest.com.au**
Monday to Friday 8am - 10pm, Saturday 9am - 6pm
and Sunday 10am - 6 pm AEST

 **1300 300 778**
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