

Proof of Identification (POI)

Document Verification Service (DVS)

POI documents to pass DVS can be in the combination of either;

- 2 x Primary documents or
- 1 x Primary and 1 x Secondary document

List 1 - Primary Documents

- Australian birth certificate
- Australian certificate of registration by descent
- Australian citizenship certificate
- Australian driver licence
- Australian passport
- Foreign passport with Australian visa
- ImmiCard
- Aviation and Maritime Security Identification

List 2 - Secondary Documents

- Commonwealth Seniors Health Card
- Health Care Card
- Medicare card
- Pensioner Concession Card
- Veteran Gold Card
- Veteran Pensioner Concession
- Veteran Seniors Health Care Card

Linking Documents

Linking documents are used to demonstrate the continuity of a customer's identity, where identity details have changed (e.g. their name).

- Marriage certificate
- Change of name certificate
- Australia Divorce Papers
- Australian Birth Certificate
- Commonwealth victims' certificate

Expired Documents

Medicare

Medicare cards are automatically issued 6 – 8 weeks prior to the expiry date of the current card. Both the current and newly issued Medicare cards can be verified through the DVS. Once the current card expires, only the newly issued Medicare card will verify.

Drivers Licences

Expired licences can still be verified via the DVS indefinitely for all jurisdictions except TAS and WA. Expired TAS licences are unable to be verified via the DVS and for WA licences, the licence can still be verified up to 6 months after the expiry date

Centrelink Concession Cards

Expired Centrelink Concession cards will not verify via the DVS. If the expiry date of the card is in the past the verification will return a D result.

Passports

Passports still validate through the DVS for three (3) years past the printed expiry date.

IMMI Cards

Expired ImmiCards can still be verified via the DVS provided they have not been cancelled. All ImmiCards issued from September 2019 have an expiry date of five years.