

Verification of Identity Information Session

Office of the Registrar-General
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Government of South Australia

Department of Planning,
Transport and Infrastructure



Verification of Identity

Participation Rule 6.5

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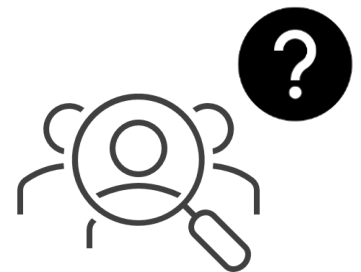
Department of Planning,
Transport and Infrastructure

Verification of Identity

- What is VOI?
- Why is VOI required?
- How is VOI carried out?

For more information see:

[ARNECC MPR Guidance Note #2 – Verification of Identity](#)



How is the Verification of Identity Standard Used?

- The Identity Verifier must:
 - Conduct a face-face interview
 - Inspect identity documents
- The Person being identified must:
 - Supply original documents from the list of categories in the VOI Standard (Sch. 8 of the Participation Rules)

VOI Categories

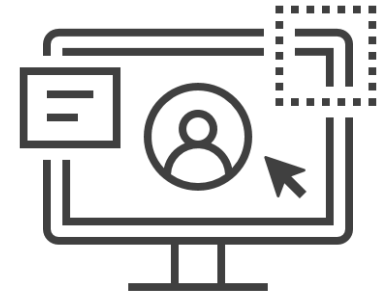
Category	Minimum Document Requirements
For Persons who are Australian citizens or residents	
1	Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard <u>plus</u> Australian drivers licence or Photo Card <u>plus</u> change of name or marriage certificate if necessary
2	Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard <u>plus</u> full birth certificate or citizenship certificate or descent certificate <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs card <u>plus</u> change of name or marriage certificate if necessary
3	Australian drivers licence or Photo Card <u>plus</u> full birth certificate or citizenship certificate or descent certificate <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs card <u>plus</u> change of name or marriage certificate if necessary
4	a) Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard <u>plus</u> another form of government issued photographic identity Document <u>plus</u> change of name or marriage certificate if necessary b) Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard <u>plus</u> full birth certificate <u>plus</u> another form of government issued identity Document <u>plus</u> change of name or marriage certificate if necessary
5	a) Identifier Declaration <u>plus</u> full birth certificate or citizenship certificate or descent certificate <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs card <u>plus</u> change of name or marriage certificate if necessary. b) Identifier Declaration by a Person specified in Verification of Identity Standard paragraph 4.4(e) <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs card <u>plus</u> change of name or marriage certificate if necessary
For Persons who are not Australian citizens or residents	
6	a) Foreign passport <u>plus</u> another form of government issued photographic identity Document <u>plus</u> change of name or marriage certificate if necessary b) Foreign passport <u>plus</u> full birth certificate <u>plus</u> another form of government issued identity Document <u>plus</u> change of name or marriage certificate if necessary

How is the Verification of Identity Standard Used?

- Procedures apply when VOI is conducted by an Identity Agent.
- Further steps may be required where:
 - An identity Documents does not appear genuine
 - A photograph is not a reasonable likeness
 - The Person Being Identified does not appear to be the Person to which the identity Documents relate; or
 - It is otherwise reasonable to take further steps

Use of Other Reasonable Steps

- The Subscriber may also use other ‘reasonable steps’ in lieu of applying the VOI standard.
- What constitutes reasonable steps depends on the circumstances, but may be influenced by:
 - How long the Subscriber has known the Person
 - Whether the Subscriber has represented the Person on a previous occasion

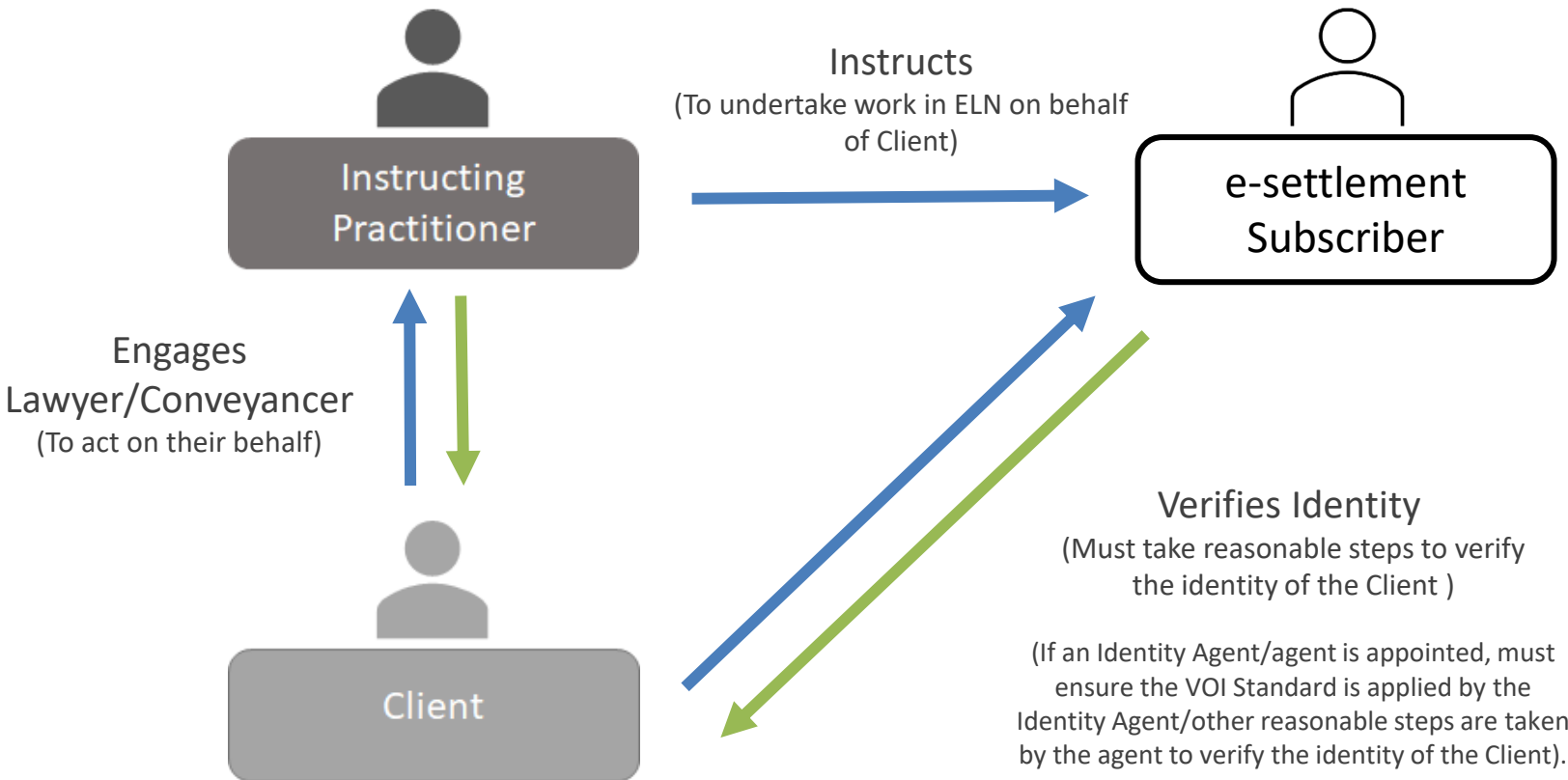




Other FAQs

- Conducting VOI Overseas
- Video Technology
- Previous VOI

Where an e-settlement Subscriber is engaged



Further information

Legislation

- [*Real Property Act 1886*](#)
- [*COVID-19 Emergency Response Act 2020*](#)

ARNECC Website

- [ARNECC MPR Guidance Note #2 – Verification of Identity](#)
- [ARNECC Guidance for e-Settlement Subscribers and their Instructing Practitioners](#)

LSSA Website

- [Exempt dealings](#)
- [South Australian Participation Rules](#)
- [Participation Rules Waiver PR1-2020](#)