



Identity Policy

Last updated: 1 July 2025

Policy Intent

To outline when and how the Housing Authority operating within the Department of Housing and works (the Department) verifies and authenticates a client's identity.

Policy Statements

Identity Verification

1. A client's identity will be verified:
 - a. prior to receiving a product or service; or
 - b. at any other time requested by the Department.
2. Clients are responsible for providing documents to verify their identity and that of any joint-applicants, additional householders, and dependents.
3. A client's identity will be verified where the client can demonstrate:
 - a. Their birth or arrival in Australia; and
 - b. The use of the identity in the community.
4. Aboriginal or Torres Strait Islander clients who are unable to provide documents to verify their identity may provide the following documents confirming identity:
 - a. A reference from a recognised Aboriginal or Torres Strait Islander organisation.
 - b. A letter from a person authorised to witness a statutory declaration as defined in the *Oaths, Affidavits and Statutory Declarations Act 2005*; or
 - c. A reference from an elder.
5. Clients who are unable to provide documents due to extenuating circumstances may verify their identity by providing:
 - a. Evidence of the extenuating circumstance.
 - b. Evidence of valid registration with Centrelink or receipt of Centrelink payment; and
 - c. One identity document accepted under section 3.
6. A Third Party Identity Provider may be used to verify identification.

Identity Authentication

7. Identity must be authenticated to the satisfaction of the Department before the Department will disclose personal information.
8. The Department will not provide personal information to third parties without the client's prior consent.

Related Document

The Evidence Requirement Fact Sheet is to be used in conjunction with the Identity Policy.

Definitions

Identity Verification	Evidence that provides or establishes proof or confirmation of identity.
Identity Authentication	Evidence that someone's identity is real, true and a particular individual.

Related Housing Authority Policy

- Privacy, Confidentiality & Duty of Care Policy

Related Legislation

- *Housing Act 1980*
- *Residential Tenancies Act 1987*
- *Residential Tenancies Regulations 1989*
- *Privacy Act 1988*
- *Data-matching Program (Assistance and Tax) Act 1990*
- *Oaths, Affidavits and Statutory Declarations Act 2005*