

Identification and Documentation

Policy

Document title	Identification and Documentation	Version 4.0
Contact details	Territory Families, Housing and Communities Operational Policy housing.policy@nt.gov.au	
Approved by	Executive Leadership Board	
Date approved	26/08/2021	
Document review	24 months from date of approval	
TRM number	HSG2016/01759-3	

Version	Active from	Author	Changes made
4.0	26/08/2021	Operational Policy	Revised
3.0	1/10/2018	Housing Policy	Revised
2.1	15/12/2016	Housing Policy	Editorial amendments
2.0	14/12/2015	Housing Policy	Revised
1.0	2/09/2015	Housing Policy	New separate policy derived from Housing Services Operational Policy Manual, chapter 2.

Acronyms	Full form
CEO	Chief Executive Officer

Contents

1. Purpose	4
2. Scope	4
3. Policy	4
3.1. Identification	4
3.2. Income and assets	4
3.3. Social and medical need.....	5
3.4. Representatives	5
3.5. Lawyers	5
4. Decision-making (delegation and discretion)	5
5. Complaints and/or appeals	6
6. Review of the Policy	6
7. References	6
Appendix 1 – Acceptable Forms of Identification	7

1. Purpose

The Chief Executive Officer (Housing) needs to verify personal information about clients to confirm their eligibility for public housing or bond assistance, calculate rent and rental rebates and comply with requests under the *Information Act 2002*.

2. Scope

All clients of the CEO (Housing) must provide proof of their identity and income and assets.

This policy outlines the type of information required to confirm a person's identity, prove their income and assets, and any relevant medical or social needs.

Clients who require special consideration or priority housing due to medical and social needs must also provide evidence of those needs.

See also the *Priority Housing policy*.

3. Policy

3.1. Identification

Every applicant for public housing or bond assistance, or person requesting access to information under the *Information Act 2002*, must provide evidence of their identity and, where relevant, the identity of their dependent children. In establishing identity, documents must be provided which verify the client's full name and date of birth. Acceptable forms of identity are listed at Appendix 1.

A dependent child means a person less than 18 years of age who lives with their parent or guardian. The CEO (Housing) has the discretion not to accept documentation that it believes to be of insufficient quality and reliability to meet requirements.

3.2. Income and assets

The CEO (Housing) requires evidence of income and assets to determine eligibility for public housing, bond assistance, and to calculate rent.

Household income and assets must be equal to or below the threshold identified in the *Income and Assets policy*.

To substantiate income and assets, documentation must:

- detail the recipient's full name;
- be the most recent version of the document or reasonably accurate at the time of submitting;
- be on official letterhead, remittance advice or be provided electronically directly from the paying authority (such as Centrelink or the employer); and
- contain full details of asset value or all income received (refer *Income and Assets policy*).

The CEO (Housing) may request additional evidence to substantiate income and assets.

The CEO (Housing) can access evidence of income directly from Centrelink with consent of the tenant or applicant. Written consent to access Centrelink income data must be on the CEO (Housing)'s *Income Confirmation Scheme form*.

3.3. Social and medical need

The CEO (Housing) promotes and supports social inclusion for all residents of the Northern Territory. Residents with particular social and medical needs must provide evidence of their requirements so that the CEO (Housing) may make alterations to premises or provide appropriate accessible accommodation.

The CEO (Housing) requires appropriate official documentation to demonstrate the client's needs and to establish eligibility for a service, dwelling type or location, or alteration to a premises.

3.4. Representatives

A tenant or applicant may be represented by another person, such as a family member, support worker, or legal advocate. Any person acting on behalf of a client must provide documentation that confirms the client has consented to that person acting on their behalf, including that they consent for the CEO (Housing) to release personal information to their representative. The documents must be signed by the client and are often called 'Authority to Act' documents.

For information release only rather than representation, the clients and representatives may complete the CEO (Housing) *Authorisation to Disclose Personal Information form*.

3.5. Lawyers

Any lawyer acting on behalf of a client must provide an 'Authority to Act' document when making any request for information, subject to the exception in the following paragraph.

Lawyers who have travelled to a remote community and have an urgent simple enquiry on behalf of a client may telephone the CEO (Housing) Complaints Line (1300 301 167) between 8.00am and 4.00pm weekdays. Lawyers must identify themselves as a registered practising lawyer acting on behalf of a client. Urgent verbal enquiries by lawyers acting on behalf of clients in remote communities will only be accepted by the complaints line, not by any other communication channel.

Lawyers should direct all other enquiries on behalf of clients, other than Freedom of Information requests, to Housing.AdvocateEnquiries@nt.gov.au.

4. Decision-making (delegation and discretion)

The CEO (Housing) may Delegate a power or function under the *Housing Act 1982* or other Acts. Delegated officers may make decisions on behalf of the CEO (Housing) in line with the Housing Delegations and Financial Management Delegations.

A discretionary decision may be made outside the general application of policy if it supports the policy intent, will prevent a client from being unfairly disadvantaged, and is in line with the CEO (Housing) delegations and legislative obligations.

Refer to the *Discretionary Decision-Making policy*.

5. Complaints and/or appeals

If a client is not satisfied with either a decision or action of the CEO (Housing), they can access the CEO (Housing) complaints and/or appeals processes.

Refer to the *Complaints policy* and *Appeals policy*.

6. Review of the Policy

If at any time the legislative, operational or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed and amended accordingly.

7. References

Legislation

Housing Act 1982

Information Act 2002

Residential Tenancies Act 1999

Policies

Appeals policy

Bond Assistance policy

Complaints policy

Discretionary Decision-Making policy

Eligibility for Public Housing policy

Income and Assets policy

Priority Housing policy

Key related documents

[Appendix 1 – Acceptable Forms of Identification](#)

Authorisation to Disclose Personal Information form

Income Confirmation Scheme form

Proof of Identification form

Appendix 1 – Acceptable Forms of Identification

The following standards regarding proof of identity apply in relation to applications for public housing, bond assistance, and access to information lodged under the *Information Act 2002*:

Primary sources

Any one of the following primary sources is an acceptable form of identification:

- Current Australian Passport
- Current Northern Territory Driver's Licence
- Current document of identity issued by the Australian Passport Office
- Current Australian Defence Force ID card
- Current Police Service ID card from an Australian jurisdiction
- Current Northern Territory evidence of age card from the Motor Vehicle Registry (MVR)
- Current Keypass ID card issued by Australia Post

Secondary sources

If the person does not have a primary source of identification, at least two of the following other forms of identification must be presented. One of the secondary sources must be photographic identification.

Acceptable secondary sources of identification are:

- Current overseas passport with current entry stamp
- Naturalisation/citizenship/immigration papers issued by the Department of Immigration and Border Protection (Cth)
- Current driver's licence (with photograph) from another State or Territory
- A document listed as a primary source of identity which has expired within the last two years
- A Notice of Assessment from the Australian Taxation Office
- Centrelink Income Statement
- Current Medicare card
- Current concession or health care card issued by the Australian Government
- Current utility account with evidence of payment
- Current photographic identification from a recognised local Aboriginal Authority
- A birth, marriage or divorce certificate issued by an Australian state or territory
- A current Working With Children Clearance issued by an Australian state or territory

Children

Dependent children under the age of 18 may be identified by any primary or secondary source(s) – by birth certificate issued by an Australian state or territory, current Medicare Card, parenting orders, or appropriate Centrelink documentation confirming the identity of any dependent children.

People with insufficient formal identification

If a person does not have two secondary sources of identification, an authorised referee may complete the CEO (Housing) Proof of Identification form to verify the person's identity. The authorised referee must state that he or she has known the applicant for at least two years and can verify their identity. Authorised referees include but are not limited to:

- Chairperson, Secretary or CEO of an incorporated Aboriginal organisation (such as land councils, regional councils, housing organisations, resource centres)
- Community Development Programme provider
- Police Officer
- School Principal
- School Counsellor
- Minister of religion
- Treating Health Professional or Manager in Aboriginal Medical Services, or
- Northern Territory, Australian Government or other State or Territory public servant with at least five years' service.