

1 Proof of Identity Standard

To ensure that PACFA's Register meets its organisational obligation for supporting public safety, all applicants must provide sufficient evidence of their identity when initially applying for registration, and provide certified evidence of a name change or name variation whilst registered.

Does this standard apply to me?

This standard applies to all applicants for PACFA registration and all registered counsellors, psychotherapists and Indigenous Healing Practitioners.

When you apply for registration

Proof of identity documentation

Two **certified** proof of identity documents are required when applying for PACFA registration, one from the primary list (that includes a photo), and one from the secondary list, as outlined below.

Primary sources of identity: Please provide one from this list:

- › Australian passport
- › Foreign passport
- › Australian driver licence (please copy both sides)
- › Department of Immigration and Border Protection ImmiCard.

Secondary sources of identity: Please also provide one from this list:

- › Medicare card
- › Enrolment with the Australian Electoral Commission
- › Australian tertiary student photo identity document
- › Certified academic transcript from an Australian university
- › Commonwealth or state/territory government photo identity card
- › Foreign government issued documents (e.g. driver licence)
- › Department of Foreign Affairs and Trade (DFAT) issued Certificate of Identity
- › DFAT issued Document of Identity
- › DFAT issued United Nations Convention Travel Document
- › Security guard/crowd control photo licence

- › Evidence of right to a government benefit (DVA or Centrelink)
- › Consular photo identity card issued by DFAT
- › Australian police force photo identity card
- › Australian Defence Force photo identity card
- › Aviation Security Identification Card
- › Maritime Security Identification Card
- › Firearms licence
- › Credit reference check
- › Australian secondary student photo identity document
- › Trusted referee's report
- › Tax File Number.

Please note: a certified academic transcript is also acceptable as a secondary identity document.

Change of name or name variation

You must attach to your application a certified copy of evidence of a change of name if:

- › you have ever been formally known by another name(s), or
- › any of the documents you provide in support of your application is in another name(s).

Evidence could include a certified marriage certificate, a change of name certificate, or deed poll.

While you are registered

If a variation in your name occurs whilst you are registered, you are to advise PACFA within 60 days, and provide:

- › certified evidence of the name change - for example, a certified marriage certificate, a change of name certificate, or deed poll, and
- › a certified primary source of identity (from list above).

Your privacy

Your privacy relating to your identity is very important to PACFA. The platform PACFA uses for our membership database and website incorporates the highest-level data security measures.

PACFA's member platform, iMIS EMS, has been certified under the International Organisation for Standardisation's (ISO) global standards for information security management systems.

Advanced Solutions International (ASI), the company that owns iMIS, has had our iMIS version certified against the standard which 'specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of the organisation.'

The standard also includes requirements for the assessment and treatment of information security risks tailored to the needs of the organisation.

[ASI believes that iMIS is the only platform of its kind to have achieved this benchmark](#), representing the highest standard for information security.

While ASI meets the highest standard of information and data security, it is important that registrants take their own steps to protect their personal information, by not sharing their login and password.

General criteria

All documents not originally written in English must be translated.

All identity documents must be certified copies of the original.

- › A 'certified copy' of an original document is a copy that has been verified as being a true copy of an original document. This is done by a person who is authorised to certify copies of original documents.
- › Any documents containing a photograph (e.g. a passport or driver licence) must be certified by an Authorised Officer with the statement: 'I certify that this is a true copy of the original and the photograph is a true likeness of the person presenting the document as sighted by me.'
- › There is a wide range of people who are authorised in Australia to certify copies of original identity documents:
 - Barrister
 - Solicitor
 - Medical practitioner
 - Judge
 - Justice of the Peace (JP)
 - Minister of religion (who is authorised to celebrate marriage)
 - Police officer
 - Bank, building society or credit union officer with at least 5 years of service
 - Sheriff's officer
 - Commissioner of Declarations (in Queensland only).

Review

This registration standard will be reviewed at least every 3 years.

Next review date: March 2026

This standard is effective from March 2023.