

What if I don't have current, or up to date, proof of identification (ID)?

You may have left home without any identification (ID) or you may not have any up-to-date ID for when you do leave. If you can't access it safely or it has expired, it is important that you start to organise new ID as soon as possible.

This is because you will need valid and up-to-date ID to get essential services like Centrelink and Medicare support, bank accounts and a driver's license.

Below is information about how and where to get ID, different types of ID and the related costs.

What will I need to get ID?

You may have some forms of ID that you can use. This includes a driver's licence, proof-of-age card, passport and/or Medicare card. You can use these to get other forms of ID.

To get most forms of ID you will need to show 100 points or over of original ID documents when you apply. This means you will have to show several forms of ID to get another form of ID.

Below is a list of different popular types of ID and their points value.*

ID type	Points
Australian Birth Certificate	70
Australian Passport (current)	70
Bank/Financial Institution card, statement or passbook	40
Australian Driver Licence - Motor vehicle	40
Australian Divorce Papers	40
Australian Marriage Certificate	40
Proof of Age Card	40
Reference from an Indigenous Organisation	20
Medicare Card	20
Current Motor Vehicle Registration	20

Rates Notice less than 12 months old	20
Utility Account less than 12 months old	20
Electoral Enrolment	10
Notice of Assessment	10

*The points system may vary depending on the authority.

An example of 100 points of ID looks like this:

1 x Australian Birth Certificate	70
1 x Medicare Card	20
1 x Utility Account less than 12 months old	20
Total	110

What If I have no permanent address?

Because generally you will need proof of address to get some forms of ID, it can be very frustrating if you have no permanent accommodation after you leave violence.

If you are struggling to get ID because of this, you may be able to get help and advice from Centrelink or the Domestic Violence Crisis Service (02) 6280 0900. You may also be able to talk with family, friends or services about using their address for mailing and contact purposes. You will need to discuss this with them before you use their address.

If I need to get ID where can I get it?

Below is a list of basic forms of ID that you might need to get, and how you can get them.

ID	Where?
Australian Birth Certificate 70 points	Visit the Access Canberra website: Birth Certificate section. You will find information about how to complete an online 'Application for Certificate' on this webpage. Fill this form out and follow the instructions on the form. If you do not have access to a computer and the internet, you can call them on 13 22 81. You can call

them Monday to Friday 7am-8pm, and on weekends from 8am-5pm.

Access Canberra

Access Canberra has service centres at various locations in Canberra.

Belconnen

Address: Swanson Plaza, Swanson Court, Belconnen ACT 2616

Opening hours: Monday to Friday - 9am to 4pm

Dickson

Address: 480 Northbourne Avenue, Dickson (Next to the Dickson Interchange for light rail and bus services)

Opening hours: Monday to Friday - 9:00am to 4:00pm

Gungahlin

Address: Winyu House, 125 Gungahlin Place, Gungahlin

Opening hours: Monday to Friday - 9:00am to 4:00pm

Tuggeranong

Address: Homeworld Shopping Centre, Scollay Street, Tuggeranong

Opening hours: Monday to Friday - 9am to 4pm

Woden

Address: Level 3, Cosmopolitan Centre, (Woden Town Square entrance), 21 Bowes Street, Woden

Opening hours: Monday to Friday - 9am to 4pm

Fees apply – If you have a concession card you may be able to get a discount.

<p>Australian Passport</p> <p>70 points</p>	<p>You will need to fill out an application form to get an Australian passport. Passport application forms are available from at Australia Post outlets.</p> <p>Application forms can also be lodged at an Australia Post outlet.</p> <p>Contact the Australian Passport Information Service on 131 232 for more information.</p>
<p>Proof of Age</p> <p>40 points</p>	<p>Visit any Access Canberra Service Centre to get a Proof of Identity card or ACT Driver's Licence. Fees apply.</p> <p>You can call them on 13 22 81.</p>
<p>Driver's Licence</p> <p>40 points</p>	<p>Access Canberra</p> <p>Access Canberra has service centres at various locations in Canberra.</p> <p>Belconnen</p> <p>Address: Swanson Plaza, Swanson Court, Belconnen ACT 2616</p> <p>Opening hours: Monday to Friday - 9am to 4pm</p> <p>Dickson</p> <p>Address: 480 Northbourne Avenue, Dickson (Next to the Dickson Interchange for light rail and bus services)</p> <p>Opening hours: Monday to Friday - 9:00am to 4:00pm</p> <p>Gungahlin</p> <p>Address: Winyu House, 125 Gungahlin Place, Gungahlin</p> <p>Opening hours: Monday to Friday - 9:00am to 4:00pm</p> <p>Tuggeranong</p> <p>Address: Homeworld Shopping Centre, Scollay Street, Tuggeranong</p> <p>Opening hours: Monday to Friday - 9am to 4pm</p> <p>Woden</p>

	<p>Address: Level 3, Cosmopolitan Centre, (Woden Town Square entrance), 21 Bowes Street, Woden</p> <p>Opening hours: Monday to Friday - 9am to 4pm</p>
<p>Bank/Financial Institution Card or statement</p> <p>40 points</p>	<p>When you apply for a new bank account you will automatically be issued with a new card. You can get this sent to a safe address for you or you may be able to arrange to pick it up at your local branch.</p>
<p>Medicare Card</p> <p>20 points</p>	<p>If your Medicare card has expired or is lost or stolen you can ask Medicare for a replacement free of charge.</p> <p>You can do this by:</p> <ul style="list-style-type: none"> • calling the Medicare general enquiries line; or • using your Medicare online account through myGov or the Express Plus Medicare mobile app. <p>General Enquiries line: 132 011.</p>

Who can help me get ID?

Getting ID can be a long and frustrating task. Sometimes it might be helpful to have the company of someone who knows where to go and what to expect. You can ask your family and friends for help or contact Domestic Violence Crisis Service (DVCS) (02) 6280 0900 for support and information. Services like DVCS may make calls on your behalf, help you fill out forms and go with you to services.