

## Purpose of this form

Complete this form to apply for an Australian Government Department of Human Services Public Key Infrastructure (PKI) Site Certificate.

## Documents needed to prove identity and relationship

To get a site PKI you need to provide your 'known customer' number or include your Evidence of Identity (EOI) with this application for the following roles:

- Certificate Manager, who is responsible for managing the Certificate such as revoking, reissuing and renewing. The Certificate Manager is the primary contact for correspondence relating to the Certificate and its uses.
- Authoriser, who is the individual who has legal authority to act on behalf of the site/organisation. Examples of an Authoriser include an owner of a business, a trustee of a trust or a partner of a partnership. The Authoriser must authorise any new Certificate Manager to act on the site/organisation's behalf.

**Note:** The Authoriser may also be the Certificate Manager.

## Known customer number

If you have previously provided the Healthcare Identifiers (HI) Service or the Department of Human Services with EOI, you are not required to do so again with this form. You need to supply your existing customer or registration number (HI Service number, a Medicare provider number, Certificate Manager Authority Number or a PKI Registration Authority (RA) number).

## Your evidence of Identity

If you **are not** a known customer, you must provide a document from both the Primary and Secondary groups. Attach a copy of the deed poll or marriage certificate if there is a difference in name on these documents.

### Primary group

- Australian passport (including ordinary, frequent traveller, diplomatic, official and emergency)
- Australian birth certificate
- Australian citizenship certificate
- foreign passport
- Australian driver licence
- Australian Government issued proof of age card/photo card
- Australian secondary student identity document (issued by a government agency or Australian school only)
- ImmiCard

### Secondary group

- Department of Foreign Affairs and Trade (DFAT) issued Certificate or Document of Identity
- DFAT issued United Nations convention travel document
- Australian marriage certificate
- Australian change of name certificate

- foreign government issued documents (e.g. driver licences)
- Medicare Card
- enrolment with the Australian Electoral Commission
- security guard/crowd control photo licence
- evidence of right to a government benefit (Department of Veterans' Affairs or Centrelink)
- consular photo identity card issued by DFAT
- police force officer photo identity card
- Australian defence force photo identity card
- Commonwealth or state/territory government photo ID card
- Aviation Security Identification Card
- Maritime Security Identification Card
- firearms licence
- credit reference check
- Australian tertiary student photo identity document
- Australian secondary student photo identity document
- certified academic transcript from an Australian university
- trusted referees report
- bank or credit card
- other authoritative online sources of evidence verified by a Third Party Identity Provider.

## Business entity's evidence

You must provide evidence of the business as an entity and prove the relationship between the business and the Authoriser. The business name on the EOI must match the registered or trading name provided on this form. You need to include one of the following options:

### Option 1

An original or certified copy of the notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, Australian Business Number and your name as the business entity's Public Officer.

or

### Option 2

If the notice issued by the Registrar of the ABR cannot be provided, then

- a legal or regulatory document that proves you have the capability to commit the business entity, **and**
- the business entity's ABN.

Examples for option 2 include (but are not limited to):

- a deed of appointment, **or**
- another legal or regulatory document which shows you have the capability to commit the business entity (such as a document that names you as a trustee where the organisation is a trust, or as a partner where the organisation is a partnership).

## Certified copies of original documents

Copies of original documents must be sent with this form. The copies provided must be certified by an acceptable referee, who needs to complete one **Acceptable Referee Declaration Public Key Infrastructure Certificate applications** form (HW004) for each person/business entity on this application. This form is available at [humanservices.gov.au/pki](http://humanservices.gov.au/pki)

## For more information

For more information about PKI, go to [humanservices.gov.au/pki](http://humanservices.gov.au/pki) or for assistance completing this form call **1800 700 199** Monday to Friday, between 8.00 am and 5.00 pm, Australian Eastern Standard Time.

**Note:** Call charges may apply.

### Filling in this form

- Please use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this  Go to 5 skip to the question number shown. You do not need to answer the questions in between.

## Site/organisation details

1 Australian Business Number (ABN)

or

Australian Company Number (ACN)

2 Registered name of site/organisation

3 Trading name of site/organisation

4 Section, branch or department (if relevant)

5 Business address

  
  
  
 Postcode

Postal address (if different to above)

  
  
 Postcode

## Certificate manager's details

6 Dr  Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

7 Medicare provider number

8 Business phone number

9 Fax number

10 Business email

This email may be used for secure mail. Secure mail using PKI technology ensures an email message is encrypted at the source and can only be viewed and opened by its intended recipient.

**Note:** There may be risks associated with transmitting personal information via unsecured network/emails.

  
@

11 Minor customer ID (if applicable)

The alpha-numeric code supplied by your software vendor.

## Certificate Manager EOI

12 Are you a known customer?

No  I have attached my EOI and a complete **Acceptable Referee Declaration Public Key Infrastructure Certificate applications** form (HW004)

Yes  Human Services programme you are registered in.

Customer or registration number

## Authoriser's details

13 Dr  Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

## Authoriser EOI

### 14 Are you a known customer?

No  I have attached my EOI and a completed **HW004**

Yes  Human Services programme you are registered in

Customer number

### 15 Would you like to link your Site Certificate to your Healthcare Identifiers (HI) Service HPI-O (Healthcare Provider Identifier - Organisation)?

No  **Go to 17**

Yes  By choosing to link your Individual Certificate to your HPI-O now, you will avoid further linking requirement in the future.

### 16 HPI-O number

8 0 0 3 6

## Obligations

### 17 Privacy notice

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at [humanservices.gov.au/privacy](http://humanservices.gov.au/privacy)

### 18 Certificate Manager's declaration

Question 18 must be completed by the Certificate Manager only.

#### I accept that:

- I will act as the Certificate Manager for the site/organisation named on this form.
- I will be responsible for managing the Site Certificate.

#### I declare that:

- the information I have provided in this form is complete and correct.

#### I understand that:

- giving false or misleading information is a serious offence.

Certificate Manager's name

Certificate Manager's signature

Date

## 19 Authoriser's declaration

Question 19 must be completed by the Authoriser.

#### I declare that:

- I have the legal authority to represent the site/organisation named on this form.
- the information I have provided in this form is complete and correct.
- I have read and agree to the Certified Policy and Terms and Conditions for Site Certificates as found at [humanservices.gov.au/pki](http://humanservices.gov.au/pki)

#### I authorise:

- the Certificate Manager named in this form to act on behalf of the site/organisation.

#### I understand that:

- giving false or misleading information is a serious offence.

Authoriser's name

Authoriser's legal position

Authoriser's signature

Date

## Returning your form

Check that all required questions are answered and that the form is signed and dated.

Scan and email the completed form to:  
[ebusiness@humanservices.gov.au](mailto:ebusiness@humanservices.gov.au)

or

Fax this form to the eBusiness Service Centre in your state:

ACT/NSW **02 9895 3190**  
VIC/TAS **03 9605 7981**  
QLD **07 3004 5526**  
WA/SA/NT **08 9214 8173**

or

Mail to:

**Department of Human Services**  
**The Manager**  
**eBusiness Service Centre**  
**GPO Box 9822**  
in your capital city