

# Request to Revoke or Reissue a Public Key Infrastructure Certificate (HW003)

## When to use this form

Use this form if you need to:

- revoke your current Australian Government Department of Human Services Public Key Infrastructure (PKI) Certificate
- revoke your current PKI Certificate and request a new one (using the details you provide on this form), **or**
- record details for a new Certificate Manager.

## Who should complete this form

Complete this form if you are:

- the individual who owns the PKI Individual Certificate that is to be revoked and/or reissued, **or**
- the Certificate Manager of the PKI Site/Organisation Certificate that is to be revoked and/or reissued, **or**
- a third party that is authorised by a current Power of Attorney or Court Order.

## Certificate Manager

The Certificate Manager 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.

If you are not the Certificate manager on the current Certificate then a **Acceptable Referee Declaration PKI Certificate application form (HW004)** needs to be filled in and Evidence of Identity (EOI) needs to be provided.

## Authoriser

An Authoriser is an 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.

## Documentation required for third parties

Authorised third parties must supply original documentation verifying authorisation such as a Power of Attorney or Court Order.

## Documents needed to prove identity and relationship

An Authoriser and/or Certificate Manager must provide your 'known customer' number or include your Evidence of Identity (EOI) with this application.

## 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).

## Known customer number

If you have previously provided us with sufficient EOI, you are not required to do so again with this form. You need to supply your existing customer or registration number. See question 7 for a list of known customer or registration numbers.

## Evidence of Identity

If you **are not** a known customer you must provide a document from both the Primary and Secondary groups. Include a 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)
- 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
- 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.

## 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 a **Acceptable Referee Declaration Public Key Infrastructure Certificate applications** form (HW004) for each individual/business entity on this application. This form is available at [humanservices.gov.au/pki](http://humanservices.gov.au/pki)

## Reissuing Public Key Infrastructure Certificates

PKI Individual Certificates can be reissued with either a Smart card or USB token.

PKI Site Certificates are only issued on a CD.

## 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, 8 am to 5 pm, local time.

**Note:** Call charges may apply.

### Filling in this form

- 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.

## Your details

1 Dr  Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

2 Business name

3 Business address

  

---

Postcode

Postal address (if different to above)

  

---

Postcode

4 Business phone number

5 Business fax number

6 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.

**7** Your identifier

Medicare provider number

or

Pharmacy approval number (site certificates only)

or

HI Service number or Supporting Organisation Registration number

I am not a known customer. I have supplied my EOI and the **Acceptable Referee Declaration Public Key Infrastructure Certificate applications** form (HW004) with this application.

**Current Public Key Infrastructure Certificate details**

**8** Registration Authority (RA) number

**9** What would you like to do?

**Tick ONE only**

Revoke your current PKI Certificate  **Go to 11**

Revoke and reissue your PKI Certificate  **Site Go to 11**  
Individual **Go to 10**

**10** You will now need to register and use your Provider Digital Access (PRODA) account to access Health Professional Online Services (HPOS).

Do you require a PKI Individual certificate for other purposes?

No  Use your PRODA account or create one

Yes  Provide your reason for requiring a PKI Individual Certificate

**11** What is the reason for the requested action?

**12** If you have requested a certificate to be reissued, how would you like to receive it?

**Tick ONE only**

Smart card

USB token

**13** Has this request already been lodged with the eBusiness Service Centre?

No

Yes  Enter the eBusiness Service Centre job number (if known)

**14** Current PKI Certificate type

**Tick ONE only**

Individual  **Go to 16**

Site/Organisation

**15** Are you the Certificate Manager for the current Site Certificate?

No

Yes

**Privacy notice**

**16** 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 efficient delivery of payments and services.

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)

**Site/organisation representative declaration**

Question 17 must be completed by the site/organisation representative only.

**17 I declare that:**

- I represent the site/organisation named in this form.
- the information I have provided in this form is complete and correct.

**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.

Site/organisation representative's name

Site/organisation representative's position

Site/organisation representative's signature

Date

## Certificate Manager declaration

Question 18 must be completed by the Certificate Manager responsible for managing the Site Certificate.

### 18 I declare that:

- I am the Certificate Manager responsible for managing the Site Certificate, **or**
- I am the Health Professional legally responsible for the Individual Certificate.
- the information I have provided in this form is complete and correct.

### I understand that:

- giving false or misleading information is a serious offence.

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:  
**registration@humanservices.gov.au**

**or**

Fax this form to: **1300 134 590**

**or**

Mail to:

**Department of Human Services  
The Manager  
eCertificate Team  
Locked Bag 6666  
TUGGERANONG DC ACT 2901**