



确认你的身份

申请补助金或服务项目时确认您的身份。

在目前这个特殊时期，不需要前往服务中心。

如果您需要申请补助，那么在线操作是最快的方式。您可以在 **myGov** 上输入您的身份信息，获取 **Centrelink Reference Number (CRN)**，链接到 **Centrelink** 页面。之后您就可以在您的 **Centrelink** 在线账户上申请补助金了。

您还可以打电话登记您的身份信息。我们会给您一个 **CRN**，并提供相关信息，帮助您将 **Centrelink** 链接到 **myGov** 账户。

在 **myGov** 上设置了您的 **Centrelink online account** 后，就可以进行在线申请了。

我们将在稍后的日期进行当面身份确认。到时我们会与您取得联系，告知我们所需进行的操作。

如果您是新客户

您给我们打电话时需要提供身份证明。

需要提供以下 1 种或多种文件的详细信息：

文件种类	具体要求
澳大利亚驾照	本人当前有效驾照，显示本人照片和姓名。包括纸质和电子驾照、初学者许可证和临时驾照。
澳大利亚护照	有效期不少于 3 年的本人护照，显示本人姓名或曾用名。
澳大利亚射手或枪支许可证	本人有效许可证，显示本人姓名，及其照片或签名。我们不接受未成年人的许可证或执照。
澳大利亚安全执照	有效的保安行业执照或人群控制执照。必须是您本人的执照，有您的姓名并显示您的照片或签名。
外国护照	由其他国家/地区发行的，盖有有效入境章或签证的有效护照。
年龄证明	由州政府或领地政府颁发的证明，显示本人姓名，并附有本人照片或签名。
中学生证	本人有效身份证件，显示本人姓名，并附有本人照片或签名。只有 18 岁以下且没有其他文件的人士才能使用此种文件。
澳大利亚出生证明	由 Births, Deaths and Marriages 签发完整的出生证明，显示本人姓名或曾用名。我们不接受出生摘要或出生卡。
澳大利亚结婚证	由州或领地政府发行的结婚证。我们不接受婚礼证明，教堂或婚礼主持人签发的证明。
澳大利亚签证	本人有效居民签证或旅游签证，显示本人姓名或曾用名。我们不接受过期的签证。

文件种类	具体要求
Australian citizenship certificate	显示您本人的姓名或曾用名证明。如果您父母的证明上有您的姓名，您也可以使用父母的证明。
ImmiCard	由 Department of Home Affairs 为您签发的卡，显示您的姓名或曾用名。
更改姓名证明	更改姓名的正式法律证明或契据证明。
澳大利亚人子女国籍登记证明	由澳大利亚政府颁发给在澳大利亚境外出生的人。出生时其父母至少有一方为澳大利亚公民。

如果您有提名的授权人

您提名的授权人可以通过电话进行身份验证，然后在电话上和我们登记您的身份。

如果更改或更正您的法定姓名

如果您更改了您的法定姓名，请务必告知我们。

更改或更正您的法定姓名，需提供由 Births, Deaths and Marriages 签发的原始文件的详细信息，以及您同意验证该文件的同意书。

什么时候需要确认伴侣的身份

如果您申请以下补助或福利，则需要在电话中确认您和您伴侣的身份：

- Parenting Payment
- Low Income Health Care Card
- Farm Household Allowance
- Pension Loans Scheme.

如果我们已经确认了您的伴侣的身份，则可能不需要他们再提供其他的文件。

欲知更多详情

- 拨打您常用的补助金咨询电话，并告知我们您是否需要口译员。我们将为您免费安排口译。查询电话号码请访问 servicesaustralia.gov.au/phoneus
- 请拨打 **131 202**，用您的语言咨询 Centrelink 补助金和服务项目。
- 请拨打 **131 450** 联系 Translating and Interpreting Service (TIS National)，用您的语言咨询 Medicare 和 Child Support 补助金和服务项目的相关事宜。
- 请访问 servicesaustralia.gov.au/yourlanguage，阅读、收听或观看用您的语言所写的信息
- 请访问 servicesaustralia.gov.au/identity，了解更多英文信息
- 访问服务中心。

注意：从澳大利亚任何地方用家庭座机拨打以‘13’开头的电话号码，均按固定费率收费。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。用家庭座机拨打‘1800’电话均为免费。使用公用电话和手机可能会按时收费，且费率较高。

免责声明

本出版物中所含信息仅作为有关补助金和服务项目的参考指南。由您自行负责决定是否要申请补助金，并就自己的特定处境做出申请。



Confirm your identity

Confirm your identity when you claim a payment or service.

There is no need to visit a service centre during this period.

If you need to claim a payment, the quickest way to do this is online. You can establish your identity and get a Centrelink Reference Number (CRN) with myGov to link to Centrelink. You can then make your claim through your Centrelink online account.

You can also establish your identity over the phone. We will give you a CRN and details to link Centrelink to your myGov account.

After you set up your Centrelink online account through myGov, you can make your claim online.

We will need to confirm your identity in person at a later date. We will contact you in the future to let you know what we need.

If you are a new customer

When you call us you will need to provide us proof of your identity.

You will need to give us identity details from 1 or more of these documents:

Document	Details
Australian driver licence	A current driver licence with your photo issued in your name. This includes physical and digital driver licences, current learner permits and provisional licences.
Australian passport	Issued in your name or former name, within 3 years of the expiry date.
Australian Shooter or firearm licence	A current licence, issued in your name with your photo or signature. We cannot accept minor or junior permits or licences.
Australian Security licence	A current security protection industry or crowd control licence. It must be in your name and show your photo or signature.
Foreign passport	A current passport issued by another country, with a valid entry stamp or visa.
Proof of age card	Issued by a state or territory government in your name with your photo or signature.
Secondary student ID card	A current ID card, issued in your name with your photo or signature. You can only use this if you are under 18 and do not have the other documents.
Australian birth certificate	A full birth certificate in your name or former name issued by Births, Deaths and Marriages. We cannot accept birth extracts or birth cards.
Australian marriage certificate	Issued by a state or territory government. We cannot accept ceremonial, church or celebrant issued certificates.
Australian visa	A current resident or tourist visa issued in your name or former name. We cannot accept expired visas.

Document	Details
Australian citizenship certificate	Issued in your name or former name. If your name appears on your parents' certificate, you can use that.
ImmiCard	A card issued in your name or former name by the Department of Home Affairs.
Name change	Legal change of name or deed poll certificate.
Australian Certificate of Registration by Descent	Issued by the Australian Government to a person born outside Australia. At least one of their parents was an Australian citizen at the time of their birth.

What happens if you have an authorised nominee

Your nominee can be authenticated over the phone and then establish your identity with us over the phone.

How to change or correct your legal name

It is important to tell us if you change your legal name.

To change or correct your legal name, we will need the details of an original document issued by Births, Deaths and Marriages and your consent to verify the document.

When you need to confirm a partner's identity

We need to establish both your and your partner's identity over the phone, if you are claiming:

- Parenting Payment
- Low Income Health Care Card
- Farm Household Allowance
- Pension Loans Scheme.

If we have already confirmed your partner's identity, we may not need further documents from them.

For more information

- Call your regular payment line and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to servicesaustralia.gov.au/phoneus
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- Go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language
- Go to servicesaustralia.gov.au/identity for more information in English
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.